

Spain-Palma de Mallorca: Guidance and counselling services

OJ S 89/2022 06/05/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejería de Asuntos Sociales y Deportes

National registration number: S0711001H

Postal address: Plaza de la Drasana,4

Town: Palma de Mallorca

NUTS code: ES532 Mallorca

Postal code: 07012

Country: Spain

Contact person: Bernat Suau

E-mail: bsuau@sgsersoc.caib.es

Telephone: +34 971177200

Fax: +34 971784014

Internet address(es):

Main address: <https://contractaciondelestado.es>

Address of the buyer profile: <https://contractaciondelestado.es>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://contractaciondelestado.es>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contrato de servicios de Gestión de Información i Atención a los ciudadanos de la Consejería de Asuntos Sociales y Deportes

Reference number: CONTR 2022/2437

II.1.2. Main CPV code

85312300 Guidance and counselling services

II.1.3.

Type of contract

Services

II.1.4. Short description

Contrato de servicios para dar información y atención presencial, telefónica y virtual, a los ciudadanos para que realicen los trámites en los que estén interesados, así como ofrecer asesoramiento a los ciudadanos para que utilicen los trámites telemáticos establecidos por la Consejería de Asuntos Sociales y Deportes

II.1.5. Estimated total value

Value excluding VAT: 4 979 767,66 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ES53 Illes Balears

II.2.4. Description of the procurement

Contrato de servicios para dar información y atención presencial, telefónica y virtual, a los ciudadanos para que realicen los trámites en los que estén interesados, así como ofrecer asesoramiento a los ciudadanos para que utilicen los trámites telemáticos establecidos por la Consejería de Asuntos Sociales y Deportes. Duración 6 años. Modificable hasta un 20%. El resto de detalles se encuentran en los pliegos que rigen la contratación.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 4 979 767,66 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 72

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1.

Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Las empresas deberán acreditar su inscripción en el Registro Unificado de Servicios Sociales de las Illes Balears, por un plazo no inferior a dos años desde la fecha de finalización del plazo de presentación de ofertas.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 01/06/2022 Local time: 14:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Spanish

IV.2.7. Conditions for opening of tenders

Date: 03/06/2022 Local time: 09:00

Place:

Sede de la Consejería de Asuntos Sociales y Deportes.

Information about authorised persons and opening procedure: Estos datos son provisionales y la fecha definitiva de apertura de plicas se comunicará a los licitadores a través de la Plataforma de Contratación del Sector Público.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administrativo central de recursos contractuales

Town: Madrid

Country: Spain

VI.5. Date of dispatch of this notice

02/05/2022