

E-Bilbao: telephone operator services
OJ S 146/2012 01/08/2012
Contract notice – utilities
Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: EUSKO Trenbideak, Ferrocarriles Vascos, SAU

Postal address: Atxuri, 6

Town: Bilbao

Postal code: 48006

Country: Spain

Contact person: Área Económico-Financiera

For the attention of: Gonzalo Martinez

E-mail: contratacion@euskotren.es

Telephone: +34 944019900

Fax: +34 944019916

Internet address(es):

General address of the contracting entity: <http://www.euskotren.es>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:

Official name: Eusko Trenbideak, Ferrocarriles Vascos, SAU

Postal address: Atxuri, 6

Town: Bilbao

Postal code: 48006

Country: Spain

Contact person: Área Económico-Financiera

For the attention of: Gonzalo Martínez

E-mail: contratacion@euskotren.es

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

I.2. Main activity

Railway services

I.3. Contract award on behalf of other contracting entities

The contracting entity is purchasing on behalf of other contracting entities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

Asistencia para la prestación del servicio de atención telefónica del teléfono de atención al cliente de EuskoTren.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services
NUTS code ES21 País Vasco

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Asistencia para la prestación del servicio de atención telefónica del teléfono de atención al cliente de EuskoTren.

II.1.6. CPV code(s)

79511000 Telephone operator services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Information about lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

1 236 482 EUR para cuatro años más 636 724 EUR de dos posibles prórrogas de 1 año.

II.2.2. Information about options

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Según pliegos de condiciones.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Según pliegos de condiciones.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Según pliegos de condiciones.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1.

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

List and brief description of conditions: Según pliegos de condiciones.

III.2.2. Economic and financial ability

List and brief description of conditions: Según pliegos de condiciones.

III.2.3. Technical and professional ability

List and brief description of conditions: Según pliegos de condiciones.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. 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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting entity

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: 17.9.2012 - 12:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

18.9.2012 - 12:00

IV.3.5. Languages in which tenders or requests to participate may be submitted

Spanish.

Other: Euskera.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.7. Conditions for opening of tenders

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

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

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Órgano de contratacion de Eusko Trenbideak, Ferrocarriles Vascos, SAU

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Town: Bilbao

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Telephone: +34 944019900

Fax: +34 944019916

Internet address: <http://www.euskotren.es>

VI.4.2. Review procedure**VI.4.3. Service from which information about the review procedure may be obtained****VI.5. Date of dispatch of this notice**

27.7.2012