

**Spain-Santa Coloma de Farners: Call centre
OJ S 91/2022 11/05/2022
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consell Comarcal de la Selva

National registration number: P6700002F

Postal address: Pg. Sant Salvador, 25-27

Town: Santa Coloma de Farners

NUTS code: ES512 Girona

Postal code: 17430

Country: Spain

E-mail: contractacio@selva.cat

Telephone: +34 972842161

Fax: +34 972840804

Internet address(es):

Main address: <https://www.selva.cat>

Address of the buyer profile: https://contractaciopublica.gencat.cat/ecofin_pscp/AppJava/cap.pscp?ambit=&keyword=selva&reqCode=viewDetail&idCap=1923388

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de atención telefónica y telemática a los contribuyentes de los municipios de la Comarca de la Selva.

Reference number: 2022/307

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención telefónica y telemática a los contribuyentes de los municipios de la comarca de la selva, que han delegado las competencias de gestión y recaudación de los tributos y otros ingresos públicos al servicio de gestión tributaria del Consejo Comarcal de la Selva

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 169 980,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES512 Girona

II.2.4. Description of the procurement

Servicio de atención telefónica y telemática a los contribuyentes de los municipios de la comarca de la selva, que han delegado las competencias de gestión y recaudación de los tributos y otros ingresos públicos al servicio de gestión tributaria del Consejo Comarcal de la Selva

II.2.5. Award criteria

Quality criterion - Name: Bolsa de horas adicionales / Weighting: 30

Quality criterion - Name: Acreditación conocimiento idioma adicional / Weighting: 10

Cost criterion - Name: Oferta econòmica / Weighting: 60

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 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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 022-054968](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9.

Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Title:

Servicio de atención telefónica y telemática a los contribuyentes de los municipios de la Comarca de la Selva.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/05/2022

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: MEMORANDUM MULTIMEDIA SL

National registration number: B44224129

Town: ZARAGOZA

NUTS code: ES243 Zaragoza

Country: Spain

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 267 435,17 EUR

Total value of the contract/lot: 169 980,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Català de contractes del sector públic

Postal address: Via Laietana, 14

Town: Barcelona

Postal code: 08003

Country: Spain

Telephone: +34 936576300

Internet address: <http://tribunaldecontractes.gencat.cat/>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

De conformidad con lo establecido en el artículo 50 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Consell Comarcal de la Selva

Postal address: Passeig Sant Salvador, 25-27

Town: Santa Coloma

Postal code: 17430

Country: Spain

E-mail: contractacio@selva.cat

Telephone: +34 972842161

VI.5. Date of dispatch of this notice

06/05/2022