

Spain-Palma de Mallorca: Customer-care services

OJ S 144/2016 28/07/2016

Contract notice – utilities

Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Serveis Ferroviaris de Mallorca

Postal address: Passatge Cala Figuera, 8

Town: Palma de Mallorca

Postal code: 07009

Country: Spain

For the attention of: Director-Gerente de SFM

E-mail: mserralta@trensfm.com

Telephone: +34 871930000

Internet address(es):General address of the contracting entity: <http://www.plataformadecontractacio.caib.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: Serveis Ferroviaris de Mallorca (SFM)

Postal address: Passatge Cala Figuera, 8

Town: Palma

Postal code: 07009

Country: Spain

For the attention of: Director-Gerente de SFM

E-mail: mserralta@trensfm.com

Telephone: +34 871930000

Internet address: <http://www.plataformadecontractacio.caib.es><http://www.plataformadecontractacio.caib.es/LicitacionesOrganoContratacion.jsp?idOrganoContratacion=2104&idi=ca&baja=>**Tenders or requests to participate must be submitted:** Official name: Serveis Ferroviaris de Mallorca

Postal address: Passatge Cala Figuera, 8

Town: Palma

Postal code: 07009

Country: Spain

For the attention of: Director-Gerente de SFM

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Internet address: <http://www.plataformadecontractacio.caib.es><http://www.plataformadecontractacio.caib.es/LicitacionesOrganoContratacion.jsp?idOrganoContratacion=2104&idi=ca&baja=>**I.2. Main activity**

Railway services

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

Section II: Object of the contract

II.1. Description

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

Contrato de servicios de supervisión de instalaciones y atención al viajero de SFM.

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

Services

Service category No 27: Other services

NUTS code ES532 Mallorca

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)

Contrato de servicios de supervisión de instalaciones y atención al viajero de SFM.

II.1.6. CPV code(s)

79342320 Customer-care services

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

II.1.8. Information about lots

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Presupuesto base de licitación: 469 325 EUR IVA excluido.

II.2.2. Information about options

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

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

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Garantía provisional: no se exige.

Garantía definitiva: 5 % del importe de adjudicación.

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

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

III.1.4. Contract performance conditions

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: Consta en los pliegos de licitación.

III.2.2. Economic and financial ability

List and brief description of conditions: Consta en los pliegos de licitación.

III.2.3. Technical and professional ability

List and brief description of conditions: Consta en los pliegos de licitación.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

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

IV.3. Administrative information

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

17/16

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

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

19.9.2016 - 10:00

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

Spanish.

Other: Catalán.

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

IV.3.7. Conditions for opening of tenders

Date: 26.9.2016 - 13:00

Place

Serveis Ferroviaris de Mallorca (apertura sobre nº 2 proposiciones técnicas)

Persons authorised to be present at the opening of tenders: yes

Acto público.

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
yes

Identification of the project: El presente contrato podrá financiarse o cofinanciarse con cargo a convenios suscritos con otras Administraciones Públicas o programas de Fondos Europeos de Desarrollo Regional (FEDER), en caso de encontrarse incluido entre las inversiones previstas en los citados convenios.

VI.3. Additional information

Plazo de ejecución: 2 años prorrogables por 2 años más.

Apertura del sobre nº 3 oferta económica, el día indicado en el perfil de contratante 72 horas antes.

VI.4. Procedures for review

VI.4.1. Review body

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

25.7.2016