

Spain-Valladolid: Telephone-answering services
OJ S 107/2021 04/06/2021
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

National registration number: Q4700694E

Postal address: C/ Muro, 9

Town: Valladolid

NUTS code: ES418 Valladolid

Postal code: 47004

Country: Spain

Contact person: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

E-mail: contratacion@aquavall.es

Telephone: +34 983303010

Fax: +34 983303010

Internet address(es):

Main address: <http://aquavall.es/>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=PCV9c1DPEFsQK2TEfXGy%2BA%3D%3D>

I.6. Main activity

Water

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contrato de servicio de atención al usuario por canales remotos para la E. P. E. Agua de Valladolid

Reference number: EPE.269/20

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Contrato de servicio de atención al usuario por canales remotos para la E. P. E. Agua de Valladolid.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 365 230,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES418 Valladolid

II.2.4. Description of the procurement

Contrato de servicio de atención al usuario por canales remotos para la E. P. E. Agua de Valladolid.

II.2.5. Award criteria

Quality criterion - Name: Criterios evaluables mediante juicio de valor / Weighting: 40
Price - 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: [2021/S 015-034644](#)

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 periodic indicative notice

Section V: Award of contract

Contract No: 269

Title:

Contrato de servicio de atención al usuario por canales remotos para la E. P. E. Agua de Valladolid

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

26/05/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

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

V.2.3. Name and address of the contractor

Official name: Telecyl, S. A.

National registration number: A47310941

Postal address: C/ Enrique Cubero, 9

Town: Valladolid

NUTS code: ES España

Postal code: 47014

Country: Spain

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 396 317,78 EUR

Total value of the contract/lot: 365 230,00 EUR

V.2.5. Information about subcontracting**V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

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

Official name: E. P. E. Agua de Valladolid

Postal address: C/ Muro, 9

Town: Valladolid

Postal code: 47004

Country: Spain

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

Official name: E. P. E. Agua de Valladolid

Postal address: C/ Muro, 9

Town: Valladolid

Postal code: 47004

Country: Spain

VI.5. Date of dispatch of this notice

31/05/2021