

Spain-Santa Cruz de Tenerife: Telephone operator services

OJ S 139/2017 22/07/2017

Contract notice

Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Excmo. Ayuntamiento de Santa Cruz de Tenerife

National registration number: P3803800F

Postal address: c/ Elías Bacallado, 2 A, Santa Cruz de Tenerife

Town: Santa Cruz de Tenerife

Postal code: 38010

Country: Spain

E-mail: [JGALARM@SCTFE.ES](mailto:JGALARM@SCTFE.ES)

Telephone: +34 922605073

Fax: +34 922606194

#### Internet address(es):

General address of the contracting authority: <http://WWW.SANTACRUZDETENERIFE.ES>

#### Additional information can be obtained from:

the abovementioned address

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

the abovementioned address

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

### I.2. Type of the contracting authority

Regional or local authority

### I.3. Main activity

General public services

### I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

Relativo a la contratación del servicio de información y atención telefónica (010) del Excmo. Ayuntamiento de Santa Cruz de Tenerife, mediante procedimiento abierto, tramitación urgente:

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

Services

Service category No 27: Other services

NUTS code ES709 Tenerife

#### 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)**

El presente Pliego tiene por objeto definir las condiciones que deben regir la prestación del servicio de atención telefónica (010) del Excmo. Ayuntamiento de Santa Cruz de Tenerife, conforme a las previsiones establecidas por la Resolución de 31.7.2013, de la Secretaría de Estado de Telecomunicaciones y para la Sociedad de la Información del Ministerio de Industria, Energía y Turismo, por la que se atribuye el número de marcación reducida 010 al servicio de información de las Administraciones Locales, publicada en el Boletín Oficial del Estado nº 226, de 20.9.2013 y al resto de normativa de aplicación.

#### **II.1.6. CPV code(s)**

79511000 Telephone operator services

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

The procurement is covered by the Government Procurement Agreement: no

#### **II.1.8. 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**

140 186,92 EUR.

Estimated value excluding VAT: 140 186,92 EUR

#### **II.2.2. Information about options**

Options: no

#### **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: 0024 (from the award of the contract)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

Ver PCAP (<https://sede.santacruzdetenerife.es/perfil-de-contratante/>)

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

Ver PCAP (<https://sede.santacruzdetenerife.es/perfil-de-contratante/>)

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

Ver PCAP (<https://sede.santacruzdetenerife.es/perfil-de-contratante/>)

#### **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**

**III.2.2. Economic and financial ability**

**III.2.3. Technical and professional ability**

**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**

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### **IV.1. Type of procedure**

**IV.1.1. Type of procedure**

Open

**IV.1.2. Information about the limits on the number of candidates to be invited**

**IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

**IV.2.1. Award criteria**

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

**IV.2.2. Information about electronic auction**

### **IV.3. Administrative information**

**IV.3.1. File reference number attributed by the contracting authority**

**IV.3.2. Previous publication concerning this procedure**

no

**IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

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

3.9.2017

**IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6. Languages in which tenders or requests to participate may be submitted**

Spanish.

**IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 006 (from the date stated for receipt of tender)

## IV.3.8. Conditions for opening of tenders

### Section VI: Complementary information

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#### 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: Junta de Gobierno de la Ciudad de Santa Cruz de Tenerife

Postal address: c/Elías Bacallado, 2, A, Santa Cruz de Tenerife

Town: Santa Cruz de Tenerife

Postal code: 38010

Country: Spain

E-mail: [JGALARM@SANTACRUZDETENERIFE.ES](mailto:JGALARM@SANTACRUZDETENERIFE.ES)

Telephone: +34 922605073

Fax: +34 922606194

Internet address: <http://WWW.SANTACRUZDETENERIFE.ES>

##### VI.4.2. Review procedure

##### VI.4.3. Service from which information about the review procedure may be obtained

Official name: Administración Interna y Contratación

Postal address: c/Elías Bacallado, 2, A, Santa Cruz de Tenerife

Town: Santa Cruz de Tenerife

Postal code: 38010

Country: Spain

E-mail: [JGALARM@SANTACRUZDETENERIFE.ES](mailto:JGALARM@SANTACRUZDETENERIFE.ES)

Telephone: +34 922605073

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##### VI.5. Date of dispatch of this notice

19.7.2017