

**Spain-Irun: Telephone-answering services**

OJ S 130/2020 08/07/2020

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Ayuntamiento de Irun

National registration number: P2004900C

Postal address: Plaza San Juan Harria, 1, Casa Consistorial

Town: Irun (Gipuzkoa)

NUTS code: ES212 Gipuzkoa

Postal code: 20304

Country: Spain

Contact person: Área de Sociedad de la Información y Participación Ciudadana

E-mail: [sac.010@irun.org](mailto:sac.010@irun.org)

Telephone: +34 943505237

**Internet address(es):**Main address: <http://www.irun.org>Address of the buyer profile: <https://www.contratacion.euskadi.eus/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://www.contratacion.euskadi.eus/w32-kpeperfi/es/contenidos/anuncio\\_contratacion/expjaso30710/es\\_doc/es\\_arch\\_expjaso30710.html](https://www.contratacion.euskadi.eus/w32-kpeperfi/es/contenidos/anuncio_contratacion/expjaso30710/es_doc/es_arch_expjaso30710.html)

Additional information can be obtained from the abovementioned address

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

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Contratación de la prestación de servicios varios de atención ciudadana (reservado a centros especiales de empleo)

Reference number: 2020ZAUN0001

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3.**

## **Type of contract**

Services

### **II.1.4. Short description**

Prestación de servicios varios de atención ciudadana (reservado a centros especiales de empleo).

### **II.1.5. Estimated total value**

Value excluding VAT: 913 834,08 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: ES212 Gipuzkoa

Main site or place of performance: ES212 - Gipuzkoa.

### **II.2.4. Description of the procurement**

Prestación de servicios varios de atención ciudadana (reservado a centros especiales de empleo).

### **II.2.5. Award criteria**

Criteria below

Cost criterion - Name: Precio / Weighting: 51

### **II.2.6. Estimated value**

Value excluding VAT: 913 834,08 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Dos.

### **II.2.10. Information about variants**

Variants will be accepted: no

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

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.5. Information about reserved contracts**

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons

## **Section IV: Procedure**

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### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 03/08/2020 Local time: 23:59

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

Spanish, Basque

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 2 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 06/08/2020 Local time: 10:00

Place:

Ayuntamiento de Irun (sala de comisiones), plaza San Juan Harria, 1, 20304 Irun (Gipuzkoa).

Information about authorised persons and opening procedure: Pública.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Órgano Administrativo de Recursos Contractuales

Town: Vitoria-Gasteiz

Country: Spain

E-mail: [oarc@euskadi.eus](mailto:oarc@euskadi.eus)

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

Official name: Contacto técnico

Postal address: Plaza San Juan Harria

Town: Irun (Gipuzkoa)

Postal code: 20304

Country: Spain

E-mail: [sac.010@irun.org](mailto:sac.010@irun.org)

Telephone: +34 943505152

Internet address: <http://www.irun.org>

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

03/07/2020