

Spain-Bilbao: Call centre
OJ S 124/2021 30/06/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consorcio de Aguas Bilbao Bizkaia

National registration number: P4800005C

Postal address: C/ San Vicente, 8, edificio Albia I, planta baja, 48001 Bilbao (Bizkaia),
Dirección Comercial y de Gestión de la Calidad

Town: Bilbao

NUTS code: ES213 Bizkaia

Postal code: 48001

Country: Spain

Contact person: C/ San Vicente, 8, edificio Albia I, 4.ª, 48001 Bilbao (Bizkaia)

E-mail: contratacion@consorciodeaguas.eus

Telephone: +34 944873100

Internet address(es):

Main address: <http://www.consorciodeaguas.com>

Address of the buyer profile: <https://www.contratacion.euskadi.eus/>

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 gestión telefónica del Consorcio de Aguas Bilbao Bizkaia

Reference number: 2619

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de gestión telefónica del Consorcio de Aguas Bilbao Bizkaia.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 550 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: ES213 Bizkaia

Main site or place of performance: ES213 - Bizkaia.

II.2.4. Description of the procurement

Servicio de gestión telefónica del Consorcio de Aguas Bilbao Bizkaia.

II.2.5. Award criteria

Cost criterion - Name: Oferta económica / Weighting: 50,00

Cost criterion - Name: Oferta técnica / Weighting: 50,00

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 030-073940](#)

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

Contract No: 1

Title:

Servicio de gestión telefónica del Consorcio de Aguas Bilbao Bizkaia

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/05/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Servicios Integrales de Atención al Cliente y Ventas Xupera XXI, S. A.

Town: Barakaldo

NUTS code: ES213 Bizkaia

Country: Spain

The contractor is an SME: no

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

Total value of the contract/lot: 1 550 000,00 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: Órgano Administrativo de Recursos Contractuales

Town: Vitoria-Gasteiz

Country: Spain

E-mail: oarc@euskadi.eus

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

Official name: Contacto Técnico

Postal address: C/ San Vicente, 8, edificio Albia I, 4.^a, 48001 Bilbao (Bizkaia)

Town: Bilbao

Country: Spain

E-mail: contratacion@consorciodeaguas.eus

Telephone: +34 944873100

Internet address: <http://www.consorciodeaguas.com>

VI.5. Date of dispatch of this notice

25/06/2021