

Spain-Seville: Value-added information services
OJ S 197/2016 12/10/2016
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Ayuntamiento de Sevilla
Postal address: Plaza Nueva, s/n
Town: Sevilla
Postal code: 41004
Country: Spain
Contact person: Servicio de Participación Ciudadana
E-mail: sortiz@sevilla.org
Telephone: +34 955472505 / 955472198

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: Official name: Registro General del Ayuntamiento de Sevilla

Postal address: Plaza de San Sebastián, 1
Town: Sevilla
Postal code: 41004
Country: Spain
E-mail: registrocontratacion@sevilla.org
Telephone: +34 955470250 / 955470347 / 955471803

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

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

II.1. Description

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

Servicio de atención al ciudadano (010), puntos de atención al ciudadano y servicio de atención de incidencias del entorno urbano (072) para el Ayuntamiento de Sevilla y las sociedades mercantiles integradas en la CEMS.

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

Services

Service category No 27: Other services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Prestación integral de servicios de atención al ciudadano a través de distintos canales.

II.1.6. CPV code(s)

64216210 Value-added information services, 79342320 Customer-care services, 50800000
Miscellaneous repair and maintenance services

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

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT: 8 571 359,24 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

Information about lots

Lot No: 1

Lot title: Servicio de Atención al Ciudadano 010

1) Short description

2) CPV code(s)

64216210 Value-added information services

3) Quantity or scope

Estimated value excluding VAT: 2 991 359,24 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 2

Lot title: Puntos de Atención al Ciudadano

1) Short description

2) CPV code(s)

79342320 Customer-care services

3) Quantity or scope

Estimated value excluding VAT: 2 780 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Lot No: 3

Lot title: Servicio Atención Incidencias Entorno Urbano 072

1) Short description

2) CPV code(s)

50800000 Miscellaneous repair and maintenance services

3) Quantity or scope

Estimated value excluding VAT: 2 800 000 EUR

4) Indication about different time frame or duration

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

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

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

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

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

16.11.2016 - 14:00

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

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

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

7.10.2016