

**Spain-Canarias: Installation services of communications equipment**

OJ S 115/2023 16/06/2023

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 Adeje

National registration number: P3800100D

Postal address: Calle Grande, 1

Town: Canarias

NUTS code: ES709 Tenerife

Postal code: 38670

Country: Spain

Contact person: Victor Manuel

E-mail: [contratacion@adeje.es](mailto:contratacion@adeje.es)**Internet address(es):**Main address: <http://www.ayuntamientodeadeje.es>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://community.vortal.biz/PRODPublic/Tendering/ContractNoticeManagement/Index>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://community.vortal.biz/Public/contract-notice-view/PT1.NTC.2426342/>**I.4. Type of the contracting authority**

Other type: AdministracionLocal

**I.5. Main activity**

General public services

**Section II: Object**

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

Contrato administrativo de servicios que tiene por objeto los servicios de atención multicanal a la ciudadanía del municipio de Adeje

Reference number: 10H172002.bis

**II.1.2. Main CPV code**

51300000 Installation services of communications equipment

**II.1.3. Type of contract**

Services

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

Es objeto del presente contrato la implantación de un servicio de atención a la ciudadanía multicanal y con soporte en la gestión de medios digitales

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

Value excluding VAT: 489 441,69 EUR

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

This contract is divided into lots: no

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

64200000 Telecommunications services, 79510000 Telephone-answering services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

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

NUTS code: ES709 Tenerife

Main site or place of performance: C/ Grande 1 38670 Adeje

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

El servicio de Atención telefónica a la Ciudadanía nació con el objetivo de ofrecer a la ciudadanía información municipal de forma sencilla y rápida. Es un servicio que ha ido evolucionando dentro de un proceso de mejora continua, a fin de ofrecer un servicio municipal cercano, eficiente y de calidad. Por este motivo, han surgido nuevas necesidades en la atención a la población, en cuestión de canales de atención y nuevos procedimientos para facilitar la tramitación de cada vez un mayor número de gestiones municipales, siendo un punto de entrada esencial que tiene que avanzar en la transformación digital.

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

Criteria below

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 10,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 5,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 5,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 2,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 3,000000

Quality criterion - Name: Calidad (Subjetivo) / Weighting: 40,000000

Price - Weighting: 35,000000

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

Value excluding VAT: 489 441,69 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:

Según lo establecido en punto 8.2.1 del Anexo del PCAP

#### **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**

List and brief description of selection criteria:  
Según anexo I del PCAP

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:  
Según anexo I del PCAP

## **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: 17/07/2023 Local time: 09:00

#### **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

#### **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: 17/06/2024 Local time: 09:01

## **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: Tribunal Administrativo de Contratos Público de la Comunidad Autónoma de Canarias

Postal address: Avda Jose Manuel Guimera 10 Edificio Uso Multiple II Planta 6ª

Town: Canarias

Postal code: 38003

Country: Spain

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

12/06/2023