

Spain-Malaga: Telephone-answering services
OJ S 116/2023 19/06/2023
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Consejero Delegado de la Empresa Municipal de Aguas de Málaga S.A.

National registration number: A29185519

Postal address: Plaza General Torrijos, 2, Edif H. Noble

Town: Málaga

NUTS code: ES617 Málaga

Postal code: 29016

Country: Spain

Contact person: Consejero Delegado de la Empresa Municipal de Aguas de Málaga S.A.

E-mail: compras@emasa.es

Internet address(es):

Main address: <https://www.emasa.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=nZVBE1%2FyanYQK2TEfXGy%2BA%3D%3D>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=UHFqBWOfU9LAIVZdUs8KA%3D%3D

Additional information can be obtained from the abovementioned address

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

I.6. Main activity

Water

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios de atención telefónica al cliente de EMASA y otros servicios complementarios

Reference number: 23-095

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de atención telefónica al cliente de EMASA y otros servicios complementarios

II.1.5. Estimated total value

Value excluding VAT: 4 224 053,45 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES617 Málaga

II.2.4. Description of the procurement

Servicios de atención telefónica al cliente de EMASA y otros servicios complementarios

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Criterios de adjudicación cuya ponderación dependa de un juicio de valor / Weighting: 55

Price - Weighting: 45

II.2.6. Estimated value

Value excluding VAT: 4 224 053,45 EUR

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

Duration in months: 24

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Posibilidad de tres prórrogas de un año cada una.

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**

III.1. Conditions for participation**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- Otros

III.1.6. Deposits and guarantees required

Garantía Definitiva. Porcentaje: 5 %. Duración: 10 Días

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: no

IV.2. Administrative information

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

Date: 17/07/2023 Local time: 14:00

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.2.7. Conditions for opening of tenders

Date: 10/08/2023 Local time: 12:00

Place:

Datos de Dirección:

Calle:

CP:

Población:

País:

Information about authorised persons and opening procedure: Descripción:

Section VI: Complementary information

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 Recursos Contractuales del Ayuntamiento de Málaga

Postal address: Avda. Cervantes, 4

Town: Málaga

Postal code: 29016

Country: Spain

Telephone: +34 951927156

Internet address: <https://sede.malaga.eu/es/tramitacion/administracion-publica/detalle-del-tramite/index.html?id=5898&tipoVO=5>

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

Official name: Tribunal Administrativo de Recursos Contractuales del Ayuntamiento de Málaga

Postal address: Avda. Cervantes, 4

Town: Málaga

Postal code: 29016

Country: Spain

E-mail: tarcaytomalaga@malaga.eu

Telephone: +34 951927156

Internet address: <https://sede.malaga.eu/es/tramitacion/administracion-publica/detalle-del-tramite/index.html?id=5898&tipoVO=5>

VI.5. Date of dispatch of this notice

14/06/2023