

Spain-Valencia: Telephone-answering services

OJ S 135/2022 15/07/2022

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Dirección de la Agencia Valenciana de Seguridad y Respuestas a las Emergencias

National registration number: Q4601436A

Postal address: Avda. de la Democracia, 77

Town: Valencia

NUTS code: ES523 Valencia/València

Postal code: 46018

Country: Spain

Contact person: Dirección de la Agencia Valenciana de Seguridad y Respuestas a las Emergencias

E-mail: secretariatecnica_avsre@gva.es

Internet address(es):

Main address: <https://contrataciondelestado.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=VBgp5t2BlfgQK2TEfXGy%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=G2764az8ua%2BiEJrVRqloyA%3D%3D

Additional information can be obtained from the abovementioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=VBgp5t2BlfgQK2TEfXGy%2BA%3D%3D>

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**

Contrato de servicio de explotación operativa del 1 1 2 Comunitat Valenciana

Reference number: CNMY21/SCE10/18

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Contrato de servicio de explotación operativa del 1 1 2 Comunitat Valenciana

II.1.5. Estimated total value

Value excluding VAT: 39 218 899,20 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: ES523 Valencia/València

II.2.4. Description of the procurement

Contrato de servicio de explotación operativa del 1 1 2 Comunitat Valenciana

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Certificación formación virtual / Weighting: 5

Cost criterion - Name: Descanso por turno nocturno / Weighting: 10

Cost criterion - Name: Equiparación condiciones laborales / Weighting: 20

Cost criterion - Name: Plus de nocturnidad / Weighting: 10

Cost criterion - Name: Reducción turno nocturno por edad / Weighting: 10

Cost criterion - Name: Precio / Weighting: 45

II.2.6. Estimated value

Value excluding VAT: 39 218 899,20 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

Cabe prorrogar el contrato por el plazo máximo de un año

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

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Capacidad de obrar

No prohibición para contratar

No estar incurso en incompatibilidades

Cumplimiento con las obligaciones con la Seguridad Social

Cumplimiento con las obligaciones tributarias

Para las empresas extranjeras, declaración de sometimiento a la legislación española.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

- U8-5

Cifra anual de negocio

Patrimonio neto

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- U8-5

- Trabajos realizados

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Consideraciones de tipo social. Descripción: En los casos de incorporación de nuevo personal, tras verificarse los requisitos de capacitación para el desempeño del puesto, la empresa adjudicataria priorizará la incorporación de personas comprendidas en los colectivos con dificultades de acceso al mercado laboral (según apartado X del anexo I)

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: 16/08/2022 Local time: 15:00

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: 07/09/2022 Local time: 10:00

Place:

Sala de reuniones del edificio sede del órgano de contratación

Datos de Dirección:

Calle: Democràcia, 77, Torre 4

CP: 46018

Población: València

País: España

Information about authorised persons and opening procedure: Descripción: Al tratarse de una licitación electrónica, la apertura de la oferta económica no se realizará en acto público, conforme a lo dispuesto en el artículo 157 4 LCSP

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 Central de Recursos Contractuales

Postal address: Avda. General Peron, 38, 8ª planta

Town: Madrid

Postal code: 28071

Country: Spain

E-mail: tribunal_recursos.contratos@hacienda.gob.es

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

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avda. General Peron, 38, 8ª planta

Town: Madrid

Postal code: 28071

Country: Spain

E-mail: tribunal_recursos.contratos@hacienda.gob.es

VI.5. Date of dispatch of this notice

12/07/2022