

E-Madrid: Call centre
OJ S 248/2012 27/12/2012
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejera Delegada de ICEX España Exportación e Inversiones
Postal address: Paseo de la Castellana, 14-16
Town: Madrid
Postal code: 28046
Country: Spain
Contact person: Consejera Delegada de ICEX España Exportación e Inversiones
E-mail: asesoria.juridica@icex.es
Fax: +34 915760227

Internet address(es):

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=CWBLbat9c%2FsQK2TEfXGy%2BA%3D%3D>

Additional information can be obtained from:

Official name: Consejera Delegada de ICEX España Exportación e Inversiones
Postal address: Paseo de la Castellana, 14-16
Town: Madrid
Postal code: 28046
Country: Spain
E-mail: asesoria.juridica@icex.es
Telephone: +34 914316138
Fax: +34 914316128

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: Departamento de Asesoría Jurídica y contratación de ICEX España Exportación e Inversiones
Postal address: Paseo de la Castellana, 14-16
Town: Madrid
Postal code: 28046
Country: Spain
E-mail: asesoria.juridica@icex.es
Telephone: +34 913496138
Fax: +34 914316128

Tenders or requests to participate must be submitted: Official name: Consejera Delegada de ICEX España Exportación e Inversiones
Postal address: Paseo de la Castellana, 14-16
Town: Madrid
Postal code: 28046
Country: Spain

I.2. Type of the contracting authority

Other: Entidades del sector público

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

Section II: Object of the contract

II.1. Description

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

Prestación de servicios para el funcionamiento del contact center del Centro de Asesoramiento Unificado de comercio exterior (CAUCE)

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

Services

Service category No 27: Other services

NUTS code ES España

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 de servicios para el funcionamiento del contact center del Centro de Asesoramiento Unificado de comercio exterior (CAUCE)

II.1.6. CPV code(s)

79512000 Call centre

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

II.1.8. Lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

Estimated value excluding VAT: 800 000 EUR

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Garantía Definitiva: 5 %

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

List and brief description of conditions: Los especificados en el Pliego de Cláusulas Administrativas

III.2.3. Technical and professional ability

List and brief description of conditions:

Los especificados en el Pliego de Cláusulas Administrativas

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

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

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

P.E. 7211

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 9.1.2013 - 14:00

IV.3.4. Time limit for receipt of tenders or requests to participate

10.1.2013 - 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

Place: Postal address: Paseo de la Castellana, 14-16

Town: Madrid

Postal code: 28046

Country: Spain

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

20.12.2012