

Spain-Mérida: Telephone operator services
OJ S 193/2018 06/10/2018
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaría General de la Consejería de Sanidad y Políticas Sociales

National registration number: S06110011

Postal address: Avenida de las Américas, 2

Town: Mérida

NUTS code: ES431 Badajoz

Postal code: 06800

Country: Spain

Contact person: David Garcia Sanchez

E-mail: david.garcias@salud-juntaex.es

Telephone: +34 924004275

Fax: +34 924930356

Internet address(es):

Main address: www.gobex.es

Address of the buyer profile: <http://contratacion.juntaex.es>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://contrataciondelestado.es>

Additional information can be obtained from the abovementioned address

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Social protection

Section II: Object

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

Contrato reservado de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las

Reference number: 18SP141CA062

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Contrato reservado de servicio de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las personas en situación de dependencia.(Contrato reservado).

II.1.5. Estimated total value

Value excluding VAT: 336 744,48 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: ES43 Extremadura

Main site or place of performance: Extremadura.

II.2.4. Description of the procurement

Servicio de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las personas en situación de dependencia.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 336 744,48 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser prorrogado por 12 meses.

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:

Las establecidas en el apartado 6 del Anexo I del PCAP.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5. Information about reserved contracts

The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Las establecidas en el apartado 21 del Anexo I del PCAP.

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: 02/11/2018 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.2.6. 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: 07/11/2018 Local time: 09:00

Place:

Consejería de Sanidad y Políticas Sociales, Avenida de las Américas, 2, 06800 Mérida (ESPAÑA).

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Comisión Jurídica de Extremadura

Town: Badajoz

Country: Spain

VI.5. Date of dispatch of this notice

03/10/2018