

**Spain-Cádiz: Call centre**  
**OJ S 212/2017 04/11/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Consorcio de Bomberos de la Provincia de Cádiz

National registration number: P1100053-F

Postal address: Avenida Ramón de Carranza, 18

Town: Cádiz

NUTS code: ES España

Postal code: 11006

Country: Spain

Contact person: Javier Báez Martín

E-mail: [jbaez@cbpc.es](mailto:jbaez@cbpc.es)

Telephone: +34 956808150

Fax: +34 956228387

**Internet address(es):**

Main address: <http://www.cbpc.es/>

Address of the buyer profile: <http://www.cbpc.es/index.php?id=perfil>

**I.4. Type of the contracting authority**

Other type: Otras entidades locales: Consorcios

**I.5. Main activity**

Other activity: servicio de extinción de incendios y salvamentos

**Section II: Object**

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

Servicio de atención telefónica y del sistema integrado de gestión de emergencias 085 del consorcio de bomberos de la provincia de Cádiz.

Reference number: 08/2017

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Atención telefónica y clasificación de las llamadas de emergencia recibidos en la Sala 085, así como la puesta a disposición del servicio la información recabada para su actuación rápida, coordinada y eficaz. La atención del sistema integrado abarca los procesos de atención de llamadas, ayudas a la intervención y al funcionamiento de la Sala de Emergencias 085.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 684 336,49 EUR

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

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

NUTS code: ES612 Cádiz

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

Atención telefónica y clasificación de las llamadas de emergencia recibidos en la Sala 085, así como la puesta a disposición del servicio la información recabada para su actuación rápida, coordinada y eficaz. La atención del sistema integrado abarca los procesos de atención de llamadas, ayudas a la intervención y al funcionamiento de la Sala de Emergencias 085.

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

Quality criterion - Name: Estructura del servicio / Weighting: 5

Quality criterion - Name: Plan de formación del personal / Weighting: 5

Quality criterion - Name: Plan de sustitución y refuerzo del personal / Weighting: 5

Cost criterion - Name: Precio del servicio / Weighting: 80

Cost criterion - Name: Incremento horas anuales atención de llamadas / Weighting: 5

#### **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 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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 074-142254](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

### **Section V: Award of contract**

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**Contract No:** 08/2017

**Title:**

Servicio de atención telefónica y del sistema integrado de gestión de emergencias 085 del consorcio de bomberos de la provincia de Cádiz

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

31/10/2017

##### **V.2.2. Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: no

##### **V.2.3. Name and address of the contractor**

Official name: Ferrovial Servicios

National registration number: A-80241789

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

Internet address: <http://www.ferrovial.com/es/lineas-de-negocio/ferrovial-servicios/>

The contractor is an SME: no

##### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 1 500 000,00 EUR

Total value of the contract/lot: 1 368 672,98 EUR

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: Consorcio de Bomberos de la Provincia de Cádiz

Postal address: Avenida Ramón de Carranza, 18

Town: Cádiz

Postal code: 11006

Country: Spain

E-mail: [jbaez@cbpc.es](mailto:jbaez@cbpc.es)

Telephone: +34 956808150

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

02/11/2017