

Spain-Palma de Mallorca: Customer-care services

OJ S 249/2016 24/12/2016

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Consorci de Transports de Mallorca

National registration number: Q0700528C

Postal address: c/ Eusebi Estada, 28

Town: Palma de Mallorca

Postal code: 07004

Country: Spain

Contact person: Àrea Jurídica

For the attention of: Núria Perea Pau / Antònia Calvó

E-mail: nperea@consorcidetransports.com

Telephone: +34 971913194

Fax: +34 971913192

Internet address(es):

General address of the contracting authority: <http://plataformadecontratacion.caib.es>

Additional information can be obtained from:

the abovementioned address

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

the abovementioned address

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

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: transportes

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

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

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

Contrato de servicios de información y atención al usuario del transporte público regular de viajeros de Mallorca.

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

Services

Service category No 27: Other services

Main site or place of performance: Estación Intermodal de Palma.

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Servicio de información y atención al usuario del transporte público regular de viajeros de Mallorca.

II.1.6. CPV code(s)

79342320 Customer-care services

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

3 234 487,89 EUR.

Estimated value excluding VAT: 3 234 487,89 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 36 (from the award of the contract)

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

Duration in months: 36 (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: el adjudicatario del contrato deberá depositar una garantía correspondiente al 5 % del importe de adjudicación o del presupuesto de licitación cuando la cuantía del contrato se determina en función de precios unitarios; o del precio máximo fijado, en el caso de los contratos con precios provisionales), IVA excluido.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Conforme a lo dispuesto en el pliego de prescripciones técnicas.

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

The performance of the contract is subject to particular conditions: no

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: Exigencia de clasificación de los contratistas en el grupo L, subgrupo 3/6, categoría 3. Tipo de actividad: encuestas, toma de datos y servicios análogos/Servicios de portería, control de accesos e información al público.

III.2.3. Technical and professional ability

List and brief description of conditions:

Exigencia de clasificación de los contratistas en el grupo L, subgrupo 3/6, categoría 3. Tipo de actividad: encuestas, toma de datos y servicios análogos/Servicios de portería, control de accesos e información al público.

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

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

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

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

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

CONABR2016000033

IV.3.2. Previous publication concerning this procedure

no

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: 30.1.2017 - 14:00

Payable documents: no

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

30.1.2017 - 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.

Other: Catalán.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 2 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Place:

Consorcio de Transportes de Mallorca, c/ Eusebio Estada, 28, 1º, 07004 Palma.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Representantes licitadores.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

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: Avenida General Perón, 38

Town: Madrid

Postal code: 28020

Country: Spain

Internet address: <http://tribunalcontratos.gob.es>

VI.4.2. Review procedure

Precise information on deadline(s) for review procedures: Contra la resolución de adjudicación, 15 días hábiles (recurso especial potestativo) o 2 meses ante la Sala Contenciosa Administrativa del Tribunal Superior de Justicia de las Islas Baleares.

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Consorcio de Transportes de Mallorca

Postal address: c/ Eusebio Estada, 28, 1º

Town: Palma

Postal code: 07004

Country: Spain

E-mail: nperea@consorcidetransports.com

Telephone: +34 971913191

Fax: +34 971913192

VI.5. Date of dispatch of this notice

21.12.2016