

**Spain-Campanillas: Call centre**  
**OJ S 179/2021 15/09/2021**  
**Contract notice**  
**Services**

**Legal Basis:**  
Directive 2014/24/EU

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## Section I: Contracting authority

### I.1. Name and addresses

Official name: Empresa Pública de Emergencias Sanitarias

National registration number: Q2900463G

Postal address: calle Severo Ochoa, 28

Town: Campanillas (Málaga)

NUTS code: ES61 Andalucía

Postal code: 29590

Country: Spain

Contact person: Empresa Pública de Emergencias Sanitarias

E-mail: [recepcion.epes@juntadeandalucia.es](mailto:recepcion.epes@juntadeandalucia.es)

Telephone: +34 951042200

Fax: +34 951042201

**Internet address(es):**

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

Address of the buyer profile: <http://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones.html>

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via:

<https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/licitacion-electronica.html>

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

Body governed by public law

### I.5. Main activity

Health

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## Section II: Object

### II.1. Scope of the procurement

#### II.1.1. Title

Servicio de Operación y Supervisión Técnica en los Servicios Provinciales 061

Reference number: E/21002050/000

#### II.1.2.

**Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de operación y supervisión técnica de los Servicios Provinciales 061 de EPES comprendiendo las siguientes actividades, cuyo contenido se desarrolla en el pliego de prescripciones técnicas:

- Operación
- Supervisión Técnica
- Actividades Complementarias de Soporte

**II.1.5. Estimated total value**

Value excluding VAT: 20 487 619,68 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: ES61 Andalucía

Main site or place of performance: Comunidad Autónoma de Andalucía

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

Servicio de operación y supervisión técnica de los Servicios Provinciales 061 de EPES comprendiendo las siguientes actividades, cuyo contenido se desarrolla en el pliego de prescripciones técnicas:

- Operación
- Supervisión Técnica
- Actividades Complementarias de Soporte

**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****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 hasta 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

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#### III.1. Conditions for participation

##### 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

### 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: [2021/S 074-187655](#)

##### IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 15/10/2021 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: 22/10/2021 Local time: 11:00

Place:

La fecha y hora indicada para la apertura de plica es estimada. La fecha y hora de apertura del sobre electrónico número 3 se publicará en el Perfil de Contratante de la Empresa Pública de Emergencias Sanitarias.

Information about authorised persons and opening procedure: La apertura de los sobres electrónicos se realizará a través de SIREC-Portal de licitación electrónica de la Junta de Andalucía.

### Section VI: Complementary information

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#### VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

La duración inicial del contrato es de doce meses, con posibilidad de prórroga hasta doce meses mas.

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Tribunal Administrativo de Recursos Contractuales de la Junta de Andalucía

Postal address: Calle Barcelona nº 4-6

Town: Sevilla

Postal code: 41001

Country: Spain

E-mail: [tribunaladministrativo.contratos@juntadeandalucia.es](mailto:tribunaladministrativo.contratos@juntadeandalucia.es)

Telephone: +34 671530856

Fax: +34 955515041

Internet address: [http://www.ceh.junta-andalucia.es./contratacion/tribunal\\_adm/tribunal.htm](http://www.ceh.junta-andalucia.es./contratacion/tribunal_adm/tribunal.htm)

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

10/09/2021