

Spain-Bilbao: Customer-care services
OJ S 149/2023 04/08/2023
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: SPRI-Agencia Vasca de Desarrollo Empresarial - SPRI
National registration number: Q4800789B
Postal address: Alda. Urquijo, 36 - 4ª plta. - Edif. Plaza Bizkaia - 48011 Bilbao (Bizkaia)
Town: Bilbao
NUTS code: ES21 País Vasco
Postal code: 48011
Country: Spain
Contact person: Contacto para atender consultas sobre aspectos técnicos / Alderdi teknikoei buruzko kontsultei erantzuteko kontaktua: Beatriz del Estal Feijoo
E-mail: bdestal@spri.eus
Telephone: +34 944037000
Internet address(es):
Main address: <https://www.spri.eus>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.contratacion.euskadi.eus>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.contratacion.euskadi.eus/KPELicitacion>
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios de atención al público y validación administrativa en los procesos de tramitación
Reference number: 2023031 Armon.

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3.

Type of contract

Services

II.1.4. Short description

Servicios de atención al público y validación administrativa en los procesos de tramitación

II.1.5. Estimated total value

Value excluding VAT: 1 089 088,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

79342320 Customer-care services

II.2.3. Place of performance

NUTS code: ES21 País Vasco

Main site or place of performance: ES21 - País Vasco

II.2.4. Description of the procurement

Servicios de atención al público y validación administrativa en los procesos de tramitación

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Criterios cuya cuantificación depende de un juicio de valor / Weighting : 45,00

Cost criterion - Name: Certificaciones de calidad / Weighting: 5,00

Cost criterion - Name: Oferta Económica / Weighting: 50,00

II.2.6. Estimated value

Value excluding VAT: 1 089 088,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Existe la posibilidad de 2 prórrogas a instancias de SPRI, de un año de duración cada una de ellas.

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.1.2. 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

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: yes

IV.2. Administrative information

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

Date: 05/09/2023 Local time: 10:00

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, Basque

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: 19/09/2023 Local time: 13:30

Place:

Apertura Pública por medios telemáticos a través de este enlace:

https://apps.euskadi.eus/appcont/lizitazioa/directo_SPRI1_es.html

Information about authorised persons and opening procedure: SOBRE B

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Órgano Administrativo de Recursos Contractuales

Town: Vitoria-Gasteiz

Country: Spain

E-mail: oarc@euskadi.eus

VI.5. Date of dispatch of this notice

01/08/2023