

Spain-Seville: Customer-care services  
OJ S 212/2018 03/11/2018  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Corporación de Empresas Municipales de Sevilla, A. I. E.

Postal address: C/ Sol, 12 (entrada por c/ Escuelas Pías,1)

Town: Sevilla

Postal code: 41003

Country: Spain

For the attention of: Secretaría CEMS, A.I.E.

E-mail: [info@desevilla.org](mailto:info@desevilla.org)

Telephone: +34 955477367

Fax: +34 955477541

#### Internet address(es):

General address of the contracting authority: <http://www.desevilla.org>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink%3AperfilContratante&idBp=k7RM7iVEhIPnSoTX3z%2F7wA%3D%3D>

#### 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

Other: Corporación de Empresas Municipales de Sevilla, A. I. E

### I.3. Main activity

Other: Servicios municipales

### 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

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### II.1. Description

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

Contratación del Servicio Presencial en Puntos de Atención al Ciudadano/Cliente para las Sociedades Mercantiles Locales y Metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla, CEMS

#### 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: Sevilla.  
NUTS code ES618 Sevilla

**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 presencial en Puntos de Atención al Ciudadano/Cliente para las Sociedades Mercantiles Locales y Metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla.

**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: yes

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

7 253 698,99

Estimated value excluding VAT: 7 253 698,99 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: 3

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

Duration in months: 24 (from the award of the contract)

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

— Fianza provisional: no se exige,

— fianza definitiva: 5 % del presupuesto de licitación.

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

Según Pliegos de Condiciones Particulares.

**III.1.3.**

## **Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Unión Temporal de Empresas.

### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Consultar condiciones especiales de ejecución del contrato en la cláusula 18 del anexo I del PCAP.

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Según Pliegos de Condiciones Particulares.

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: Según Pliegos de Condiciones Particulares.

Minimum level(s) of standards possibly required: Según Pliegos de Condiciones Particulares.

#### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Según Pliegos de Condiciones Particulares.

Minimum level(s) of standards possibly required:

Según Pliegos de Condiciones Particulares.

#### **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**

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### **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**

12/18

#### **IV.3.2. Previous publication concerning this procedure**

no

#### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

Payable documents: no

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

30.11.2018 - 15:00

#### **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.

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

#### **IV.3.8. Conditions for opening of tenders**

Place:

No se realiza en acto público, pues la licitación se realiza por medios electrónicos que garantizan el secreto de las proposiciones hasta el momento de la apertura. El resultado se publicará en el perfil de contratante.

Persons authorised to be present at the opening of tenders: no

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

### **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 de Recursos Contractuales del Ayuntamiento de Sevilla (TARCAS)

Postal address: Plaza de San Sebastián, 1

Town: Sevilla

Postal code: 41004

Country: Spain

E-mail: [tribunal.recursos@sevilla.org](mailto:tribunal.recursos@sevilla.org)

Internet address: <http://www.sevilla.org/ayuntamiento/areas/area-de-hacienda-y-administracion-publica/servicio-de-contratacion>

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: 15 días hábiles.

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

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

31.10.2018