

Spain-El Prat de Llobregat: Market and economic research; polling and statistics

OJ S 241/2018 14/12/2018

Contract notice – utilities

Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Aena, S. A.

Postal address: Aeropuerto de Barcelona

Town: El Prat de Llobregat

Postal code: 08820

Country: Spain

Contact person: Unidad de Contratación

For the attention of: Dirección de Administración

E-mail: bcn.dea.contratacion@aena.es

Telephone: +34 932971142

Fax: +34 932983839

Internet address(es):

General address of the contracting entity: <http://www.aena-aeropuertos.es>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from: the abovementioned address

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

I.2. Main activity

Airport-related activities

I.3. Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1. Description

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

Servicio para el estudio de la satisfacción del cliente mediante la gestión de quejas, reclamaciones y sugerencias en el Aeropuerto de Barcelona-El Prat

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

Services

Service category No 16: Sewage and refuse disposal services; sanitation and similar services

Main site or place of performance: Barcelona.

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 para el estudio de la satisfacción del cliente mediante la gestión de quejas, reclamaciones y sugerencias en el Aeropuerto de Barcelona-El Prat.

II.1.6. CPV code(s)

79300000 Market and economic research; polling and statistics

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

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Information about 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**

233 869,60 EUR (tributos excluidos).

II.2.2. Information about options**II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 2

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

III.1. Conditions related to the contract**III.1.1. Deposits and guarantees required**

Fianza provisional: 2 % del importe neto de la licitación.

Fianza definitiva: 4 % del importe neto de adjudicación.

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

Ver Pliego de Cláusulas Administrativas Particulares.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Ley 18/1982, de 26 de mayo.

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**

List and brief description of conditions: Ver Pliego de Cláusulas Administrativas Particulares.

III.2.2. Economic and financial ability

List and brief description of conditions: Ver Pliego de Cláusulas Administrativas Particulares.

III.2.3. Technical and professional ability

List and brief description of conditions: Ver Pliego de Cláusulas Administrativas 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: no

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

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 entity

BCN-862/2018

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents

(except for a DPS)

Time limit for receipt of requests for documents or for accessing documents: 10.1.2019

Payable documents: yes

Price: EUR

Terms and method of payment: En efectivo.

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

10.1.2019 - 13:30

IV.3.5. Languages in which tenders or requests to participate may be submitted

Spanish.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.7. Conditions for opening of tenders

Place

Aeropuerto de Barcelona-El Prat, Aeropuerto de Barcelona, 08820 El Prat de Llobregat (Barcelona).

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

Acto público.

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

VI.4.2. Review procedure

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

VI.5. Date of dispatch of this notice

3.12.2018