

Spain-Malaga: Telephone-answering services

OJ S 212/2023 03/11/2023

Contract award notice – utilities

Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Consejero Delegado de la Empresa Municipal de Aguas de Málaga S.A.

National registration number: A29185519

Postal address: Plaza General Torrijos, 2, Edif H. Noble

Town: Málaga

NUTS code: ES617 Málaga

Postal code: 29016

Country: Spain

Contact person: Consejero Delegado de la Empresa Municipal de Aguas de Málaga S.A.

E-mail: compras@emasa.es

Telephone: +34 952135013

Internet address(es):Main address: <https://www.emasa.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=nZVBE1%2FyanYQK2TEfXGy%2BA%3D%3D>**I.6. Main activity**

Water

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicios de atención telefónica al cliente de EMASA y otros servicios complementarios

Reference number: 23-095

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Abierto. Varios criterios de adjudicacion

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 556 641,92 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES617 Málaga

II.2.4. Description of the procurement

Abierto. Varios criterios de adjudicacion

II.2.5. Award criteria

Quality criterion - Name: Criterios de adjudicación cuya ponderación dependa de un juicio de valor / Weighting: 55

Price - Weighting: 45

II.2.11. Information about options

Options: yes

Description of options:

Posibilidad de tres prórrogas de un año cada una.

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 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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 116-362557](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice

Section V: Award of contract

Contract No: PC23-01554

Title:

Servicios de atención telefónica al cliente de EMASA y otros servicios complementarios

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/10/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Konecta BTO SL

National registration number: B62916077

Postal address: C/ Serrano 41

Town: Madrid

NUTS code: ES España

Postal code: 28001

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 564 464,24 EUR

Total value of the contract/lot: 1 556 641,92 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo de Recursos Contractuales del Ayuntamiento de Málaga

Postal address: Avda. Cervantes, 4

Town: Málaga

Postal code: 29016

Country: Spain

Telephone: +34 951927156

Internet address: <https://sede.malaga.eu/es/tramitacion/administracion-publica/detalle-del-tramite/index.html?id=5898&tipoVO=5>

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal Administrativo de Recursos Contractuales del Ayuntamiento de Málaga

Postal address: Avda. Cervantes, 4

Town: Málaga

Postal code: 29016

Country: Spain

E-mail: tarcaytomalaga@malaga.eu

Telephone: +34 951927156

Internet address: <https://sede.malaga.eu/es/tramitacion/administracion-publica/detalle-del-tramite/index.html?id=5898&tipoVO=5>

VI.5. Date of dispatch of this notice

30/10/2023