

Spain-Palma: Customer-care services
OJ S 252/2022 30/12/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consorcio de Transportes de Mallorca
National registration number: Q0700528C
Postal address: C/ d'Eusebi Estada, 28
Town: Palma
NUTS code: ES53 Illes Balears
Postal code: 07004
Country: Spain
Contact person: Consorcio de Transportes de Mallorca
E-mail: contractacio@consorcidetransports.com
Telephone: +34 971913194
Fax: +34 971913192

Internet address(es):

Main address: <https://contrataciondelestado.es>
Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=pL62OTGNbroQK2TEfXGy%2BA%3D%3D>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=fvdLjwFI06eXQV0WE7IYPw%3D%3D

Additional information can be obtained from the abovementioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=pL62OTGNbroQK2TEfXGy%2BA%3D%3D>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

Reference number: OB202212

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

II.1.5. Estimated total value

Value excluding VAT: 4 102 686,00 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: ES532 Mallorca

II.2.4. Description of the procurement

Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Técnico / Weighting: 25

Price - Weighting: 75

II.2.6. Estimated value

Value excluding VAT: 4 102 686,00 EUR

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

Duration in months: 24

This contract is subject to renewal: no

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.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Capacidad de obrar

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Cifra anual de negocio

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- Trabajos realizados

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

Date: 27/01/2023 Local time: 23:59

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

Catalan, Spanish

IV.2.7. Conditions for opening of tenders

Date: 31/01/2023 Local time: 10:00

Place:

Consorcio de Transportes de Mallorca

Datos de Dirección:

Calle: Eusebi Estada 28

CP: 07004

Población: Palma

País: España

Information about authorised persons and opening procedure: Descripción:

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: Tribunal Administrativo Central de Recursos Contractuales

Postal address: AVDA. GENERAL PERÓN 38, 8º

Town: Madrid

Postal code: 28071

Country: Spain

E-mail: Tribunal_recursos.contratos@hacienda.gob.es

Internet address: <https://acortar.link/jxMyTa>

VI.5. Date of dispatch of this notice

27/12/2022