

Spain-Logroño: Telephone operator services
OJ S 16/2023 23/01/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Servicio Riojano de Salud

National registration number: 15-7-2.01-0017/2022

Postal address: C/ Piqueras, 98

Town: Logroño

NUTS code: ES230 La Rioja

Postal code: 26006

Country: Spain

E-mail: seris.contratacion@riojasalud.es

Telephone: +34 941298438

Fax: +34 941298748

Internet address(es):

Main address: http://www.larioja.org/contratacion-publica/es?locale=es_ES

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de Atención Telefónica/Cita Previa del SERIS. Salud Responde.

Reference number: 15-7-2.01-0017/2022

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de Atención Telefónica/Cita Previa del SERIS. Salud Responde.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7.

Total value of the procurement

Value excluding VAT: 810 499,23 EUR

II.2. Description

II.2.1. Title

Servicios de atención telefónica/cita previa

Lot No: 1

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES230 La Rioja

Main site or place of performance: Servicio Riojano de Salud.

II.2.4. Description of the procurement

Servicio de Atención Telefónica/Cita Previa del SERIS. Salud Responde.

II.2.5. Award criteria

Quality criterion - Name: Sistema de seguimiento y medición del servicio / Weighting: 15

Quality criterion - Name: Soluciones tecnológicas que supongan una mejora en la prestación del servicio / Weighting: 15

Quality criterion - Name: Plan de formación / Weighting: 5

Cost criterion - Name: Oferta económica / Weighting: 50

Cost criterion - Name: Niveles de Servicio / Weighting: 15

II.2.11. Information about options

Options: yes

Description of options:

Podrá prorrogarse por 36 meses más hasta un máximo total de 60 meses consecutivos.

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

Ver PPT y PCAP.

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 111-311958](#)

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 prior information notice

Section V: Award of contract

Contract No: 1

Lot No: 1

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

17/01/2023

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: ABAI BUSINESS SOLUCIONES S.A.U.

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

The contractor is an SME: no

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

Total value of the contract/lot: 810 499,23 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Se utilizará el pedido electrónico.

Se aceptará la facturación electrónica.

Se utilizará el pago electrónico.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Country: Spain

Internet address: <http://www.minhafp.gob.es/es-ES/Areas%20Tematicas/Contratacion/tacrc/Paginas/Tribunal%20Administrativo%20Central%20de%20Recursos%20Contractuales.aspx>

VI.5. Date of dispatch of this notice

18/01/2023