

Spain-Mérida: Telephone operator services
OJ S 18/2023 25/01/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejería de Movilidad, Transporte y Vivienda

National registration number: S06110011

Postal address: Avda. de las Comunidades, s/n

Town: Mérida

NUTS code: ES431 Badajoz

Postal code: 06800

Country: Spain

Contact person: Consejería de Movilidad, Transporte y Vivienda

E-mail: contratacion.mtv@juntaex.es

Telephone: +34 924332231

Fax: +34 924332389

Internet address(es):

Main address: <https://contrataciondelestado.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=G3nEg%2Fe7PtDnSoTX3z%2F7wA%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

Contrato Reservado de Servicio de Atención al Teléfono Único de Cita Previa para las Estaciones de Inspección Técnica de Vehículos gestionadas directamente por la Junta de Extremadura.

Reference number: PSS/2022/0000061906

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Contrato Reservado de Servicio de Atención al Teléfono Único de Cita Previa para las Estaciones de Inspección Técnica de Vehículos gestionadas directamente por la Junta de Extremadura.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 619 903,72 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES431 Badajoz

II.2.4. Description of the procurement

Contrato Reservado de Servicio de Atención al Teléfono Único de Cita Previa para las Estaciones de Inspección Técnica de Vehículos gestionadas directamente por la Junta de Extremadura.

II.2.5. Award criteria

Cost criterion - Name: Bolsa de Horas anuales / Weighting: 10

Cost criterion - Name: Envio SMS / Weighting: 5

Cost criterion - Name: Implantación Canal IVR / Weighting: 10

Cost criterion - Name: Incremento en el Horario de Atención Personalizada sobre el establecido en el PPT / Weighting: 5

Cost criterion - Name: Medidas en Materia de Promoción del Empleo / Weighting: 10

Cost criterion - Name: Oferta Económica / Weighting: 60

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 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: [2022/S 182-515392](#)

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

Title:

Contrato Reservado de Servicio de Atención al Teléfono Único de Cita Previa para las Estaciones de Inspección Técnica de Vehículos gestionadas directamente por la Junta de Extremadura.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

19/01/2023

V.2.2. Information about tenders

Number of tenders received: 1

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: FITEX ILUNION, S.A.

National registration number: A10233211

Postal address: Avda de la Universidad s/b

Town: Cáceres

NUTS code: ES43 Extremadura

Postal code: 10003

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: 668 377,08 EUR

Total value of the contract/lot: 619 903,72 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Consejería de Movilidad, Transporte y Vivienda

Postal address: Avda. de las Comunidades s/n

Town: Mérida

Postal code: 06800

Country: Spain

VI.5. Date of dispatch of this notice
20/01/2023