

## Spain-Madrid: Telephone-answering services

OJ S 19/2024 26/01/2024

### Contract notice

### Services

#### Legal Basis:

Directive 2014/24/EU

## Section I: Contracting authority

---

### I.1. Name and addresses

Official name: Servicio Madrileño de Salud-SUMMA 112

National registration number: Q2877017J

Postal address: 28045

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

E-mail: [contratacion.summa@salud.madrid.org](mailto:contratacion.summa@salud.madrid.org)

#### Internet address(es):

Main address: <https://contratos-publicos.comunidad.madrid>

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://contratos-publicos.comunidad.madrid>

Additional information can be obtained from the abovementioned address

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

### 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

PA/SE/02/23. Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112

Reference number: PA/SE/02/23

#### II.1.2. Main CPV code

79510000 Telephone-answering services

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

Este contrato tiene por objeto la prestación del servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112, cuyas características se especifican en el pliego de prescripciones técnicas particulares.

#### **II.1.5. Estimated total value**

Value excluding VAT: 4 956 057,60 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: ES300 Madrid

Main site or place of performance: Comunidad de Madrid

#### **II.2.4. Description of the procurement**

Este contrato tiene por objeto la prestación del servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112, cuyas características se especifican en el pliego de prescripciones técnicas particulares.

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 4 956 057,60 EUR

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

Duration in months: 10

This contract is subject to renewal: yes

Description of renewals:

Procede la prórroga del contrato: Sí

Duración máxima del contrato incluidas las prórrogas: 20 meses

#### **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.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

#### **III.2. Conditions related to the contract**

### **III.2.2. Contract performance conditions**

Ver pliegos.

## **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: 23/02/2024 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**

Spanish

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 003 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 05/03/2024 Local time: 10:00

Place:

Apertura de sobres número 3 "Proposiciones económicas y documentación relativa a los criterios de adjudicación evaluables de forma automática por aplicación de fórmulas"

Sala de Juntas Gerencia del SUMMA 112, C/ Antracita, 2-bis, 2ª planta 28045 Madrid

Information about authorised persons and opening procedure: Cualquier interesado: mesa pública

## **Section VI: Complementary information**

---

### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Tribunales

Town: Madrid

Country: Spain

**VI.5. Date of dispatch of this notice**

23/01/2024