

Spain-Madrid: Telephone-answering services

OJ S 23/2022 02/02/2022

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

Postal address: 28045

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

E-mail: contratacion.summa@salud.madrid.org

Internet address(es):

Main address: <http://www.madrid.org/contratospublicos>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.madrid.org/contratospublicos>

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/05/21 Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112

Reference number: PA/SE/05/21

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112

II.1.5. Estimated total value

Value excluding VAT: 4 862 566,60 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

Servicio de atención de llamadas adscrito a la Gerencia del SUMMA112

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: 4 862 566,60 EUR

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

Duration in months: 012

This contract is subject to renewal: yes

Description of renewals:

Prorrogables según artículo 29 de la LCSP. Duración máxima del contrato incluidas las prórrogas: 24 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: 04/03/2022 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: 15/03/2022 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

28/01/2022