

Spain-San Javier: Customer-care services
OJ S 21/2024 30/01/2024
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Servicio Murciano de Salud
National registration number: Q8050008E
Postal address: Paraje Torre Octavio, s/n, Pozo Aledo
Town: SAN JAVIER (MURCIA)
NUTS code: ES620 Murcia
Postal code: 30739
Country: Spain
Contact person: Eloisa Pérez Hidalgo
E-mail: contratacion.area8.sms@carm.es
Telephone: +34 968565006
Internet address(es):
Main address: <https://www.murciasalud.es/>
Address of the buyer profile: <https://www.carm.es/>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

SERVICIO DE RECEPCIÓN E INFORMACIÓN, Y CENTRALITA. ÁREA DE SALUD VIII - MAR MENOR
Reference number: CSE/1800/1101106875/23/PA

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

SERVICIO DE RECEPCIÓN E INFORMACIÓN, Y CENTRALITA. ÁREA DE SALUD VIII - MAR MENOR,

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 191 942,41 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES620 Murcia

Main site or place of performance: Hospital Universitario Los Arcos del Mar Menor. Área de Salud VIII - Mar Menor.

II.2.4. Description of the procurement

SERVICIO DE RECEPCIÓN E INFORMACIÓN, Y CENTRALITA. ÁREA DE SALUD VIII - MAR MENOR

II.2.5. Award criteria

Quality criterion - Name: OFERTA TÉCNICA / Weighting: 49

Price - Weighting: 51

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 171-538037](#)

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

Title:

SERVICIO DE RECEPCIÓN E INFORMACIÓN, Y CENTRALITA. ÁREA DE SALUD VIII -
MAR MENOR

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/01/2024

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: DIMOBA SERVICIOS, S.L.U.

National registration number: B04307120

Town: ALMERIA

NUTS code: ES611 Almería

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: 611 852,51 EUR

Total value of the contract/lot: 191 942,41 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: TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES

Town: MADRID

Postal code: 28020

Country: Spain

VI.5. Date of dispatch of this notice

25/01/2024