

Spain-Madrid: IT services: consulting, software development, Internet and support
OJ S 31/2023 13/02/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ineco-Dirección Corporativa
National registration number: A28220168
Postal address: Paseo de la Habana, 138
Town: Madrid
NUTS code: ES300 Madrid
Postal code: 28036
Country: Spain
Contact person: Ineco-Dirección Corporativa
E-mail: ofertas@ineco.com
Telephone: +34 914521200

Internet address(es):

Main address: <http://www.ineco.es>
Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=t7ffMymm4S4QK2TEfXGy%2BA%3D%3D>

I.4. Type of the contracting authority

Other type: Otras Entidades del Sector Público

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.
Reference number: 20220430-00307

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 160 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

Main site or place of performance: El lugar de ejecución de los servicios será en la sede del adjudicatario, opcionalmente en las dependencias de Ineco o donde éste designe. . .

II.2.4. Description of the procurement

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

II.2.5. Award criteria

Quality criterion - Name: 12.1. Valoración solución técnica / Weighting: 20

Cost criterion - Name: 13.2.1.1. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 1: JEFE DE PROYECTO / Weighting: 6.25

Cost criterion - Name: 13.2.1.2. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 2: ESPECIALISTA EN DESARROLLO DE SISTEMAS CONVERSACIONALES, CHATBOT Y SISTEMAS DE PREGUNTA ABIERTA. / Weighting: 6.25

Cost criterion - Name: 13.2.1.3. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 3: ESPECIALISTA SISTEMAS, DEVOPS, MLOPS, CONECTIVIDAD Y TELEFONÍA (IVR, SBC, PBX) / Weighting: 6.25

Cost criterion - Name: 13.2.1.4. ESPECIALISTA EN APLICACIÓN DE ANÁLISIS MULTIDIMENSIONAL E INTEGRACIÓN SOBRE SISTEMAS CONVERSACIONALES (PASARELAS REDES SOCIALES, APPS DE MONITORIZACIÓN, ANÁLISIS BI USO DEL SISTEMA, ETC.) / Weighting: 6.25

Cost criterion - Name: 13.2.2.1 Criterios sociales / Weighting: 5

Cost criterion - Name: 13.2.2.2 Criterio medioambiental 1 / Weighting: 2.5

Cost criterion - Name: 13.2.2.2 Criterio medioambiental 2 / Weighting: 2.5

Cost criterion - Name: 13.1. Valoración económica / Weighting: 45

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: yes

Identification of the project: Este expediente está financiado por la Unión Europea-NextGenerationEU.

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 107-299776](#)

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: 4500021262

Title:

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/09/2022

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: LHF Labs SL

National registration number: B67910414

Postal address: Avenida Zumalakarregi, nº21, 10B

Town: Bilbao, Vizcaya

NUTS code: ES España

Postal code: 48007

Country: Spain

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 163 000,00 EUR

Total value of the contract/lot: 160 000,00 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: Ingeniería y Economía del Transporte, S.M.E., M.P., S.A. (INECO)

Postal address: Paseo de la Habana, 138

Town: Madrid

Postal code: 28036

Country: Spain

E-mail: ofertas@ineco.com

Telephone: +34 914521200

Internet address: <https://www.ineco.com/>

VI.5. Date of dispatch of this notice

08/02/2023