

**Spain-Las Palmas de Gran Canaria: Data capture services**  
**OJ S 36/2023 20/02/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Director del Instituto Canario de Estadística (ISTAC)

National registration number: Q8550002C

Postal address: c/ Luis Doreste Silva, 101 p.7

Town: Las Palmas de Gran Canaria

NUTS code: ES70 Canarias

Postal code: 35004

Country: Spain

Contact person: Director del Instituto Canario de Estadística (ISTAC)

E-mail: [istac@gobiernodecanarias.org](mailto:istac@gobiernodecanarias.org)

Telephone: +34 928899260

Fax: +34 928899275

**Internet address(es):**

Main address: <http://www.gobiernodecanarias.org/istac/>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=IX6avbkvrJEQK2TEfXGy%2BA%3D%3D>

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Trabajos de recogida, codificación, grabación y depuración de los datos de varias encuestas de turismo.

Reference number: 6/2022

**II.1.2. Main CPV code**

72313000 Data capture services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Trabajos de recogida, codificación, grabación y depuración de los datos de varias encuestas de turismo.

### **II.1.6. Information about lots**

This contract is divided into lots: yes

### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 077 900,00 EUR

## **II.2. Description**

### **II.2.1. Title**

Movimientos Turísticos en Fronteras (FRONTUR)  
Lot No: 1

### **II.2.2. Additional CPV code(s)**

72313000 Data capture services, 72310000 Data-processing services, 72312000 Data entry services, 79300000 Market and economic research; polling and statistics

### **II.2.3. Place of performance**

NUTS code: ES70 Canarias

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

Movimientos Turísticos en Fronteras (FRONTUR)

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

Cost criterion - Name: 01. Entrevistadores/as a jornada completa / Weighting: 10  
Cost criterion - Name: 02. Tasa de entrevistadores/as de reserva / Weighting: 3  
Cost criterion - Name: 04. Tasa de entrevistadores/as con contrato indefinido / Weighting: 3  
Cost criterion - Name: 05. Antigüedad de los/as entrevistadores/as en la empresa ofertante / Weighting: 3  
Cost criterion - Name: 06. Tasa de entrevistadores/as con certificado de profesionalidad / Weighting: 1  
Cost criterion - Name: 07. Jefes/as de zona a jornada completa / Weighting: 4  
Cost criterion - Name: 08. Inspectores/as a jornada completa / Weighting: 4  
Cost criterion - Name: 09. Tasa de feminidad entre el personal de jafatura / Weighting: 2  
Cost criterion - Name: 13. Horas de trabajo del equipo de apoyo tecnológico / Weighting: 1  
Cost criterion - Name: 14. Cuadro de mando de Tableau Software / Weighting: 1  
Cost criterion - Name: 15. Certificado ISO 27001 de Sistemas de gestión de la seguridad de la información / Weighting: 1  
Cost criterion - Name: 16. Certificación UNE ISO 20252 de investigación de mercado, social y opinión / Weighting: 5  
Cost criterion - Name: 17. Adhesión al código de conducta para el tratamiento de datos de carácter personal por organizaciones de investigación de mercados / Weighting: 5  
Cost criterion - Name: 03. Experiencia de los ectrevistadores/as en encuestas a pasajeros por vía ´ / Weighting: 5  
Cost criterion - Name: 10. Número medio de idiomas en puntos de muestreo / Weighting: 5  
Cost criterion - Name: 11. Sistema de grabación de encuestas basado en Lime Survey / Weighting: 1  
Cost criterion - Name: 12. Tiempo de reposición de un Tablet PC o SmartPhone que se le haya averiado al pesronal de campo / Weighting: 1  
Cost criterion - Name: 18. Precio / 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:  
no

### **II.2.14. Additional information**

#### **II.2. Description**

##### **II.2.1. Title**

Encuesta sobre el Gasto Turístico.  
Lot No: 2

##### **II.2.2. Additional CPV code(s)**

72313000 Data capture services, 72310000 Data-processing services, 72312000 Data entry services, 79300000 Market and economic research; polling and statistics

##### **II.2.3. Place of performance**

NUTS code: ES70 Canarias

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

Encuesta sobre el Gasto Turístico.

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

Cost criterion - Name: 01. Entrevistadores/as a jornada completa / Weighting: 10  
Cost criterion - Name: 02. Tasa de entrevistadores/as de reserva / Weighting: 3  
Cost criterion - Name: 04. Tasa de entrevistadores/as con contrato indefinido / Weighting: 3  
Cost criterion - Name: 05. Antigüedad de los/as entrevistadores/as en la empresa ofertante / Weighting: 3  
Cost criterion - Name: 06. Tasa de entrevistadores/as con certificado de profesionalidad / Weighting: 1  
Cost criterion - Name: 07. Jefes/as de zona a jornada completa / Weighting: 4  
Cost criterion - Name: 08. Inspectores/as a jornada completa / Weighting: 4  
Cost criterion - Name: 09. Tasa de feminidad entre el personal de jafatura / Weighting: 2  
Cost criterion - Name: 13. Horas de trabajo del equipo de apoyo tecnológico / Weighting: 1  
Cost criterion - Name: 14. Cuadro de mando de Tableau Software / Weighting: 1  
Cost criterion - Name: 15. Certificado ISO 27001 de Sistemas de gestión de la seguridad de la información / Weighting: 1  
Cost criterion - Name: 16. Certificación UNE ISO 20252 de investigación de mercado, social y opinión / Weighting: 5  
Cost criterion - Name: 17. Adhesión al código de conducta para el tratamiento de datos de carácter personal por organizaciones de investigación de mercados / Weighting: 5  
Cost criterion - Name: 03. Experiencia de los ectrevistadores/as en encuestas a pasajeros por vía ´ / Weighting: 5  
Cost criterion - Name: 10. Número medio de idiomas en puntos de muestreo / Weighting: 5  
Cost criterion - Name: 11. Sistema de grabación de encuestas basado en Lime Survey / Weighting: 1  
Cost criterion - Name: 12. Tiempo de reposición de un Tablet PC o SmartPhone que se le haya averiado al pesonal de campo / Weighting: 1  
Cost criterion - Name: 18. Precio / 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:  
no

### **II.2.14. Additional information**

#### **II.2. Description**

##### **II.2.1. Title**

Encuestas de Demanda Turística en La Gomera y El Hierro  
Lot No: 3

##### **II.2.2. Additional CPV code(s)**

72313000 Data capture services, 72310000 Data-processing services, 72312000 Data entry services, 79300000 Market and economic research; polling and statistics

##### **II.2.3. Place of performance**

NUTS code: ES70 Canarias

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

Encuestas de Demanda Turística en La Gomera y El Hierro

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

Cost criterion - Name: 01. Entrevistadores/as a jornada completa / Weighting: 10  
Cost criterion - Name: 02. Tasa de entrevistadores/as de reserva / Weighting: 3  
Cost criterion - Name: 04. Tasa de entrevistadores/as con contrato indefinido / Weighting: 3  
Cost criterion - Name: 05. Antigüedad de los/as entrevistadores/as en la empresa ofertante / Weighting: 3  
Cost criterion - Name: 06. Tasa de entrevistadores/as con certificado de profesionalidad / Weighting: 1  
Cost criterion - Name: 07. Jefes/as de zona a jornada completa / Weighting: 4  
Cost criterion - Name: 08. Inspectores/as a jornada completa / Weighting: 4  
Cost criterion - Name: 09. Tasa de feminidad entre el personal de jafatura / Weighting: 2  
Cost criterion - Name: 13. Horas de trabajo del equipo de apoyo tecnológico / Weighting: 1  
Cost criterion - Name: 14. Cuadro de mando de Tableau Software / Weighting: 1  
Cost criterion - Name: 15. Certificado ISO 27001 de Sistemas de gestión de la seguridad de la información / Weighting: 1  
Cost criterion - Name: 16. Certificación UNE ISO 20252 de investigación de mercado, social y opinión / Weighting: 5  
Cost criterion - Name: 17. Adhesión al código de conducta para el tratamiento de datos de carácter personal por organizaciones de investigación de mercados / Weighting: 5  
Cost criterion - Name: 03. Experiencia de los ectrevistadores/as en encuestas a pasajeros por vía ´ / Weighting: 5  
Cost criterion - Name: 10. Número medio de idiomas en puntos de muestreo / Weighting: 5  
Cost criterion - Name: 11. Sistema de grabación de encuestas basado en Lime Survey / Weighting: 1  
Cost criterion - Name: 12. Tiempo de reposición de un Tablet PC o SmartPhone que se le haya averiado al pesonal de campo / Weighting: 1  
Cost criterion - Name: 18. Precio / 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:  
no

### **II.2.14. Additional information**

#### **II.2. Description**

##### **II.2.1. Title**

Encuestas de Alojamiento Turístico Colectivo.  
Lot No: 4

##### **II.2.2. Additional CPV code(s)**

72313000 Data capture services, 72310000 Data-processing services, 72312000 Data entry services, 79300000 Market and economic research; polling and statistics

##### **II.2.3. Place of performance**

NUTS code: ES70 Canarias

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

Encuestas de Alojamiento Turístico Colectivo.

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

Cost criterion - Name: 01. Entrevistadores/as a jornada completa / Weighting: 10  
Cost criterion - Name: 02. Tasa de entrevistadores/as de reserva / Weighting: 3  
Cost criterion - Name: 04. Tasa de entrevistadores/as con contrato indefinido / Weighting: 3  
Cost criterion - Name: 05. Antigüedad de los/as entrevistadores/as en la empresa ofertante / Weighting: 3  
Cost criterion - Name: 06. Tasa de entrevistadores/as con certificado de profesionalidad / Weighting: 1  
Cost criterion - Name: 07. Jefes/as de zona a jornada completa / Weighting: 4  
Cost criterion - Name: 08. Inspectores/as a jornada completa / Weighting: 4  
Cost criterion - Name: 09. Tasa de feminidad entre el personal de jafatura / Weighting: 2  
Cost criterion - Name: 13. Horas de trabajo del equipo de apoyo tecnológico / Weighting: 1  
Cost criterion - Name: 14. Cuadro de mando de Tableau Software / Weighting: 1  
Cost criterion - Name: 15. Certificado ISO 27001 de Sistemas de gestión de la seguridad de la información / Weighting: 1  
Cost criterion - Name: 16. Certificación UNE ISO 20252 de investigación de mercado, social y opinión / Weighting: 5  
Cost criterion - Name: 17. Adhesión al código de conducta para el tratamiento de datos de carácter personal por organizaciones de investigación de mercados / Weighting: 5  
Cost criterion - Name: 03. Experiencia del personal de campo en encuestas CAWI / Weighting : 5  
Cost criterion - Name: 10. Número de turnos de atención personal a establecimientos / Weighting: 5  
Cost criterion - Name: 11. Sistema de gestión de tickets de incidencias basado en Redmine / Weighting: 1  
Cost criterion - Name: 12. Línea 900 de atención a los establecimientos alojativos / Weighting: 1  
Cost criterion - Name: 18. Precio / 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:  
no

### **II.2.14. Additional information**

## **Section IV: Procedure**

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### **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: [2022/S 205-584986](#)

#### **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**

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**Contract No:** 17231/2023

**Lot No:** 1

**Title:**

Movimientos Turísticos en Fronteras (FRONTUR)

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

09/02/2023

#### **V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

#### **V.2.3. Name and address of the contractor**

Official name: Servicios Estadísticos de Canarias, SL

National registration number: B38735270

Postal address: C/ Aire de Limas  
Town: Santa Cruz de Tenerife  
NUTS code: ES7 Canarias  
Postal code: 38107  
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: 365 495,48 EUR  
Total value of the contract/lot: 350 000,00 EUR

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Contract No:** 17234/2023

**Lot No:** 2

**Title:**

Encuesta sobre el Gasto Turístico.

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

09/02/2023

**V.2.2. Information about tenders**

Number of tenders received: 1  
Number of tenders received from SMEs: 1  
Number of tenders received from tenderers from other EU Member States: 0  
Number of tenders received from tenderers from non-EU Member States: 0  
Number of tenders received by electronic means: 1  
The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: Servicios Estadísticos de Canarias, SL  
National registration number: B38735270  
Postal address: C/ Aire de Limas  
Town: Santa Cruz de Tenerife  
NUTS code: ES7 Canarias  
Postal code: 38107  
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: 388 702,87 EUR  
Total value of the contract/lot: 385 000,00 EUR

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Contract No:** 17235/2023

**Lot No:** 3

**Title:**

Encuestas de Demanda Turística en La Gomera y El Hierro

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

09/02/2023

**V.2.2. Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

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

**V.2.3. Name and address of the contractor**

Official name: Servicios Estadísticos de Canarias, SL

National registration number: B38735270

Postal address: C/ Aire de Limas

Town: Santa Cruz de Tenerife

NUTS code: ES7 Canarias

Postal code: 38107

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: 192 836,74 EUR

Total value of the contract/lot: 180 000,00 EUR

**V.2.5. Information about subcontracting**

**Section V: Award of contract**

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**Contract No:** 17238/2023

**Lot No:** 4

**Title:**

Encuestas de Alojamiento Turístico Colectivo.

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

09/02/2023

**V.2.2.**

### **Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

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: SIGMADOS, S.L.

National registration number: B83733089

Postal address: C/ Velázquez

Town: Madrid

NUTS code: ES3 Comunidad de Madrid

Postal code: 28001

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: 175 076,97 EUR

Total value of the contract/lot: 162 900,00 EUR

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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

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

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

Official name: Tribunal Administrativo de Contratación Pública de la Comunidad Autónoma de Canarias

Postal address: c/ Fernando Guanarteme nº 2

Town: Las Palmas de Gran Canaria

Postal code: 35007

Country: Spain

#### **VI.4.4. Service from which information about the review procedure may be obtained**

Official name: Instituto Canario de Estadística (ISTAC)

Postal address: c/ Luis Doreste Silva, 101 p.7

Town: Las Palmas de Gran Canaria

Postal code: 35004

Country: Spain

E-mail: [istac@gobiernodecanarias.org](mailto:istac@gobiernodecanarias.org)

Telephone: +34 928899260

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

15/02/2023