

Spain-Mérida: Telephone operator services
OJ S 53/2019 15/03/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaría General de la Consejería de Sanidad y Políticas Sociales

National registration number: S06110011

Postal address: Avenida de las Américas, 2

Town: Mérida

NUTS code: ES431 Badajoz

Postal code: 06800

Country: Spain

Contact person: David García Sánchez

E-mail: david.garcias@salud-juntaex.es

Telephone: +34 924004275

Fax: +34 924930356

Internet address(es):

Main address: www.gobex.es

Address of the buyer profile: <http://contratacion.juntaex.es>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contrato reservado de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las

Reference number: 18SP141CA062

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Contrato reservado de servicio de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud

mental, citación y seguimiento a las personas en situación de dependencia (contrato reservado).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 130 515,56 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES43 Extremadura

Main site or place of performance: Extremadura.

II.2.4. Description of the procurement

Servicio de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las personas en situación de dependencia.

II.2.5. Award criteria

Price

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 193-436550](#)

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: 1

Title:

Contrato reservado de atención telefónica (Call Center) de información y orientación en materia de dependencia, mayores, deterioro cognitivo, discapacidad y salud mental, citación y seguimiento a las

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/03/2019

V.2.2. Information about tenders

Number of tenders received: 2

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: Fitex Ilunion, S. A.

National registration number: A10233211

Postal address: Avenida de la Universidad, s/n

Town: Cáceres

NUTS code: ES432 Cáceres

Postal code: 10071

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: 336 744,48 EUR

Total value of the contract/lot: 130 515,56 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: Comisión Jurídica de Extremadura

Postal address: C/ Godofredo Ortega y Muñoz, 1

Town: Badajoz

Postal code: 06011

Country: Spain

VI.5. Date of dispatch of this notice

12/03/2019