

**Spain-Valencia: Customer-care services**  
**OJ S 50/2022 11/03/2022**  
**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: Dirección General de la Fundación Palau de Les Arts Reina Sofía

National registration number: G97544829

Postal address: Avda. del Profesor López Piñero (Historiador de la Medicina), 1

Town: Valencia

NUTS code: ES523 Valencia/València

Postal code: 46013

Country: Spain

Contact person: Dirección General de la Fundación Palau de Les Arts Reina Sofía

E-mail: [asoriano@lesarts.com](mailto:asoriano@lesarts.com)

Telephone: +34 608590337

**Internet address(es):**

Main address: <http://www.lesarts.com>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=VtzA%2F9PmsV4BPRBxZ4nJ%2Fg%3D%3D>

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

Other type: Otras Entidades del Sector Público

**I.5. Main activity**

Education

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**Section II: Object**

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

**II.1.1. Title**

Servicio de atención y acompañamiento en sala

Reference number: PA ARTS 254/21

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de atención y acompañamiento en sala

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 478 858,40 EUR

## **II.2. Description**

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

NUTS code: ES523 Valencia/València

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

Servicio de atención y acompañamiento en sala

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

Quality criterion - Name: Memoria técnica-Memoria descriptiva / Weighting: 15

Quality criterion - Name: Memoria técnica-Plan de formación / Weighting: 5

Quality criterion - Name: Memoria técnica-Uniformidad / Weighting: 10

Quality criterion - Name: Memoria técnica.Descripción de la metodología / Weighting: 15

Price - Weighting: 55

### **II.2.11. Information about options**

Options: yes

Description of options:

conforme a lo dispuesto en la cláusula sexta

### **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: no

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2021/S 144-383172](#)

#### **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:** CTO25421

**Title:**

Servicio de atención y acompañamiento en sala

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

03/03/2022

**V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 1

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

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

Official name: Randstad Project Services, S.L.U.

National registration number: B84425131

Postal address: Vía de los Poblados, 9, Edif B, 5º

Town: Madrid

NUTS code: ES España

Postal code: 28033

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: 479 495,68 EUR

Total value of the contract/lot: 478 858,40 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: Palau de Les Arts Reina Sofía

Postal address: Avda Profesor López Piñero 1

Town: València

Postal code: 46013

Country: Spain

E-mail: [ajimenez@lesarts.com](mailto:ajimenez@lesarts.com)

Internet address: <https://www.lesarts.com/es/>

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

08/03/2022