

E-Madrid: Call centre
OJ S 92/2013 14/05/2013
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejera Delegada de ICEX España Exportación e Inversiones

Postal address: Paseo de la Castellana, 14-16

Town: Madrid

Postal code: 28046

Country: Spain

Contact person: ICEX Dpto. Asesoría Jurídica y Contratación

E-mail: asesoria.juridica@icex.es

Telephone: +34 913496138

Fax: +34 915760227

Internet address(es):

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=CWBLbat9c%2FsQK2TEfXGy%2BA%3D%3D>

I.2. Type of the contracting authority

Other: Entidades del sector público

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

Section II: Object of the contract

II.1. Description

II.1.1. Title

Prestación de servicios para el funcionamiento del contact center del Centro de Asesoramiento Unificado de comercio exterior (CAUCE).

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 27: Other services

NUTS code ES España

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Prestación de servicios para el funcionamiento del contact center del Centro de Asesoramiento Unificado de comercio exterior (CAUCE).

II.1.5. CPV code(s)

79512000 Call centre

II.1.6. Information about the Government Procurement Agreement (GPA)

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 967 668,94 EUR

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

P.E. 7211

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2012/S 248-410884](#) of 27.12.2012

Section V: Award of contract

V.1. Date of conclusion of the contract

18.2.2013

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: ACE International Consultants

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 967 668,94 EUR

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

9.5.2013