

Spain-Madrid: Customer Relation Management software package
OJ S 55/2023 17/03/2023
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

National registration number: Q2861001B

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28040

Country: Spain

Contact person: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

E-mail: contratacion@muface.es

Telephone: +34 912739830

Fax: +34 912739643

Internet address(es):

Main address: <https://contrataciondelestado.es>

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

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

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutualidad General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

Reference number: 106/2023

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3.

Type of contract

Supplies

II.1.4. Short description

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutuality General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 162 906,12 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

Main site or place of performance: Los servicios serán prestados preferentemente en las instalaciones del adjudicatario pudiendo realizar tareas de forma presencial en las oficinas de MUFACE siempre que se considere necesario y se acuerde entre las partes. .

II.2.4. Description of the procurement

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutuality General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

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: [2022/S 210-600890](#)

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: 106/2023

Title:

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutualidad General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/03/2023

V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 5

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

V.2.3. Name and address of the contractor

Official name: IZERTIS, S.A

National registration number: A33845009

Postal address: Avenida del Jardín Botánico, 1345

Town: Gijón

NUTS code: ES120 Asturias

Postal code: 33203

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: 170 000,00 EUR

Total value of the contract/lot: 162 906,12 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: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

Postal code: 28040

Country: Spain

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

Official name: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

Postal code: 28040

Country: Spain

VI.5. Date of dispatch of this notice

14/03/2023