

Spain-Madrid: Telephone-answering services

OJ S 74/2019 15/04/2019

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaría General de la Comisión Nacional de los Mercados y la Competencia

National registration number: Q2802141H

Postal address: C/ Alcalá, 47

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Secretaría General de la Comisión Nacional de los Mercados y la Competencia

E-mail: contratacion@cnmc.es

Telephone: +34 914329600

Fax: +34 915777161

Internet address(es):Main address: <https://contrataciondelestado.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=lfBIGkm%2FtPUQK2TEfXGy%2BA%3D%3D>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=WAbI7sv6VfSiEJrVRqloyA%3D%3D

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally

available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=lfBIGkm%2FtPUQK2TEfXGy%2BA%3D%3D>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicio de atención especializada al público para la sede de la CNMC de Madrid
Reference number: 190040

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención especializada al público para la sede de la CNMC de Madrid.

II.1.5. Estimated total value

Value excluding VAT: 240 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

Main site or place of performance: El lugar de prestación de los servicios será la sede de la CNMC en Madrid. C/ Alcalá, 47, 28014 Madrid.

II.2.4. Description of the procurement

Servicio de atención especializada al público para la sede de la CNMC de Madrid.

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Conocimiento de lenguas extranjeras (inglés/francés/alemán) /
Weighting: 10

Cost criterion - Name: Criterios sociales / Weighting: 2

Cost criterion - Name: Proposición económica / Weighting: 88

II.2.6. Estimated value

Value excluding VAT: 240 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Sí admite prórroga, como máximo de 24 meses.

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Capacidad de obrar

No prohibición para contratar

Cumplimiento con las obligaciones con la Seguridad Social

Cumplimiento con las obligaciones tributarias

III.1.2. Economic and financial standing

List and brief description of selection criteria:

U8-1 Servicios de información y asistencia telefónicas(inferior a 150 000 EUR).

Cifra anual de negocio. Descripción: la cifra anual, referida al año de mayor volumen de negocios de los 3 últimos ejercicios concluidos deberá ser al menos una vez y media el valor anual medio del contrato (60 000,00 EUR).

Minimum level(s) of standards possibly required:

Umbral: 60 000.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

— U8-1 Servicios de información y asistencia telefónicas (inferior a 150 000 EUR),

— Trabajos realizados. Descripción: los licitadores deberán acreditar la ejecución de contratos de igual o similar naturaleza a los que constituyen el objeto del contrato. El requisito mínimo será que el importe anual acumulado en el año de mayor ejecución sea igual o superior al 70 % de la anualidad media del contrato (42 000,00 EUR).

Minimum level(s) of standards possibly required:

Umbral: 42 000.

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 13/05/2019 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Spanish

IV.2.7. Conditions for opening of tenders

Date: 14/05/2019 Local time: 10:15

Place:

Comisión Nacional de los Mercados y la Competencia.

Datos de dirección:

— Calle: Alcalá, 47,

— Código postal: 28014,

— Población: Madrid,

— País: ESPAÑA.

Information about authorised persons and opening procedure: Descripción:

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28020

Country: Spain

Telephone: +34 913491319

Internet address: <http://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/Tribunal%20Administrativo%20Central%20de%20Recursos%20Contractuales.aspx>

VI.5. Date of dispatch of this notice

10/04/2019