

Spain-Melilla: Call centre
OJ S 117/2016 18/06/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Ciudad Autónoma de Melilla, Consejería de Economía y Empleo, Negociado de Contratación

Postal address: Plaza de España, 1

Town: Melilla

Postal code: 52001

Country: Spain

For the attention of: Maribel Caña

E-mail: mcana01@melilla.es

Telephone: +34 952699131/151

Fax: +34 952699129

Internet address(es):

General address of the contracting authority: www.melilla.es

I.2. Type of the contracting authority

Regional or local authority

I.3. Main activity

General public services

Public order and safety

Environment

Economic and financial affairs

Health

Housing and community amenities

Social protection

Recreation, culture and religion

Education

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

Section II: Object of the contract

II.1. Description

II.1.1. Title

Servicio de operador de demanda en el centro de atención asistencia técnica y coordinación en sala de emergencias y Centro de Control 1-1-2 de Melilla.

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

Services

Service category No 27: Other services

Main site or place of performance: Ciudad Autónoma. Consejería de Seguridad Ciudadana.
Dentro de atención y coordinación de emergencias 1-1-2.
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)

Se trata del servicio de operador de demanda en el centro de atención, asistencia técnica y coordinación en sala de emergencias y Centro de Control 1-1-2 de Melilla.

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: 524 978,47 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of

1. Calidad del proyecto presentado. Weighting 40
2. Mejoras del servicio. Weighting 5
3. Oferta económica servicio ordinario. Weighting 50
4. Precio/hora servicio extraordinario. Weighting 5

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

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

45/2016

IV.3.2. Previous publication concerning this procedure

no

Section V: Award of contract

Contract No: 45/2016

Lot title: Servicio de operador de demanda en el centro de atención, asistencia técnica y coordinación en sala de emergencias y Centro de Control 1-1-2 de Melilla

V.1. Date of conclusion of the contract

6.6.2016

V.2. Information about tenders

Number of tenders received: 1

V.3. Name and address of the contractor

Official name: Sistemas Interactivos Multimedia, S.L.

Postal address: c/ La Dalia, C-28, Pol. Ind. Sepes

Town: Melilla

Postal code: 52006

Country: Spain

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

Initial estimated total value of the contract/lot:

Value: 1 149 629,84 EUR

Total value of the procurement:

Value: 524 978,47 EUR

If annual or monthly value:

Number of years: 2

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**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: tribunal_recursos_contratos@minhap.es

Telephone: +34 913491446/47

Fax: +34 913491441

Internet address: www.minhap.gob.es

VI.3.2. Review procedure**VI.3.3. Service from which information about the review procedure may be obtained**

Official name: Negociado de Contratación

Postal address: Plaza de España, nº 1

Town: Melilla

Postal code: 52001

Country: Spain

E-mail: mcana01@melilla.es

Telephone: +34 952699131/51

Fax: +34 952699129

Internet address: www.melilla.es

VI.4. Date of dispatch of this notice

15.6.2016

