

Spain-Valladolid: Call centre
OJ S 77/2023 19/04/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejería de la Presidencia de la Junta de Castilla y León

National registration number: S4711001J

Postal address: Calle Santiago Alba, 1

Town: Valladolid

NUTS code: ES418 Valladolid

Postal code: 47008

Country: Spain

Contact person: Consejería de la Presidencia de la Junta de Castilla y León

E-mail: contratacion.presidencia@jcy.l.es

Telephone: +34 983411230

Fax: +34 983411312

Internet address(es):

Main address: <https://contratacion.jcy.l.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=cZwg7jRlqOoQK2TEfXGy%2BA%3D%3D>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Prestación del Servicio 012 de la Administración de la Comunidad de Castilla y León.

Reference number: A2023/000053

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Prestación del Servicio 012 de la Administración de la Comunidad de Castilla y León.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 6 132 113,35 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES418 Valladolid

II.2.4. Description of the procurement

Prestación del Servicio 012 de la Administración de la Comunidad de Castilla y León.

II.2.5. Award criteria

Quality criterion - Name: Calidad de la plataforma tecnológica. / Weighting: 10

Quality criterion - Name: Calidad de los sistemas de seguridad. / Weighting: 5.5

Quality criterion - Name: Gestión de calidad del servicio. / Weighting: 12

Quality criterion - Name: Mejoras de calidad propuestas. / Weighting: 2.5

Cost criterion - Name: Horas de prestación del servicio. / Weighting: 26

Cost criterion - Name: Indicadores de calidad del nivel de atención de llamadas. / Weighting: 24

Cost criterion - Name: Número de monitorizaciones. / Weighting: 10

Cost criterion - Name: Oferta económica. / Weighting: 10

II.2.11. Information about options

Options: yes

Description of options:

El contrato podrá modificarse en las condiciones, límite y alcance que se detallan en la cláusula 5.5.1 del presente pliego. Prórrogas previstas: Sí. Del 18 de abril de 2025 hasta el 17 de abril de 2027.

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 228-656050](#)

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: 001

Title:

Prestación del Servicio 012 de la Administración de la Comunidad de Castilla y León.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

13/04/2023

V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 5

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

V.2.3. Name and address of the contractor

Official name: CAPRI TELECOMUNICACIONES 2016 S.L.

Postal address: Cervantes, s/n

Town: Arroyo de la Encomienda (Valladolid)

NUTS code: ES41 Castilla y León

Postal code: 47195

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: 6 558 410,00 EUR

Total value of the contract/lot: 6 132 113,35 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: Tribunal Administrativo de Recursos Contractuales de Castilla y León (TARCCYL)

Postal address: Plaza de la Catedral, 5

Town: Zamora

Postal code: 49001

Country: Spain

E-mail: tribunalcontratoscyl@cccy.es

Telephone: +034 980559800

Internet address: <https://www.cccyl.es/es/tribunal-administrativo-recursos-contractuales-castilla-leo>

VI.5. Date of dispatch of this notice

14/04/2023