

Spain-Toledo: Telephone operator services
OJ S 80/2023 24/04/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaría General de la Consejería de Hacienda y Administraciones Públicas de la Junta de Comunidades de Castilla-La Mancha

National registration number: S1911001D

Postal address: Calle Real, 14 Edificio El Nuncio

Town: Toledo

NUTS code: ES425 Toledo

Postal code: 45071

Country: Spain

Contact person: Secretaría General de la Consejería de Hacienda y Administraciones Públicas de la Junta de Comunidades de Castilla-La Mancha

E-mail: occ@jccm.es

Telephone: +34 925266500

Fax: +34 925266216

Internet address(es):

Main address: <http://contratacion.castillalamancha.es/>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=MXcBgvgS5LkQK2TEfXGy%2BA%3D%3D>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de atención y coordinación de urgencias y emergencias 1-1-2 de Castilla-La Mancha.

Reference number: 2022/013350

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención y coordinación de urgencias y emergencias 1-1-2 de Castilla-La Mancha.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 13 273 805,51 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES425 Toledo

II.2.4. Description of the procurement

Servicio de atención y coordinación de urgencias y emergencias 1-1-2 de Castilla-La Mancha.

II.2.5. Award criteria

Quality criterion - Name: Gestión de la emergencia extraordinaria / Weighting: 4

Quality criterion - Name: Gestión de la emergencia ordinaria / Weighting: 20

Quality criterion - Name: Valoración del desempeño / Weighting: 6

Cost criterion - Name: Bolsa de horas de operadores de demanda. / Weighting: 8

Cost criterion - Name: Formación externa / Weighting: 8

Cost criterion - Name: Herramienta informática para el sistema de gestión de Calidad y el sistema de dirección por objetivos. / Weighting: 8

Cost criterion - Name: Reducción de plazos de sustitución del personal de estructura de apoyo. / Weighting: 2

Cost criterion - Name: Reducción de tiempos de sustitución de personal de la sala de coordinación. / Weighting: 2

Cost criterion - Name: Reducción del tiempo de respuesta del equipo de emergencia extraordinaria. / Weighting: 2

Cost criterion - Name: Oferta económica / Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

un año mas

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 244-706692](#)

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: 008306/2023

Title:

Servicio de atención y coordinación de urgencias y emergencias 1-1-2 de Castilla-La Mancha.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/04/2023

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

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

V.2.3. Name and address of the contractor

Official name: SERVEO SERVICIOS,S.A.U.

National registration number: A80241789

Postal address: AM MANTENIMIENTO (C/ QUINTANAVIDES, 21. PARQUE EMPRESARIAL VIA NORTE-EDIFICIO 5)

Town: MADRID

NUTS code: ES300 Madrid

Postal code: 28050

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 14 569 678,68 EUR

Total value of the contract/lot: 13 273 805,51 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 Central De Recursos Contractuales

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

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: tribunal_recursos.contratos@hacienda.gob.es

Telephone: +34 913491319

Internet address: <https://www.hacienda.gob.es/es-ES/>

VI.5. Date of dispatch of this notice

19/04/2023