

Spain-Madrid: Telephone-answering services
OJ S 89/2022 06/05/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Servicio Madrileño de Salud-SUMMA 112

Postal address: 28045

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

E-mail: contratacion.summa@salud.madrid.org

Internet address(es):

Main address: <http://www.madrid.org/contratospublicos>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

PA/SE/05/21. Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112.

Reference number: PA/SE/05/21

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 de llamadas adscrito a la Gerencia del SUMMA 112

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 4 862 566,60 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112

II.2.5. Award criteria

Quality criterion - Name: Mejoras o prestaciones complementarias / Weighting: 30

Price - Weighting: 70

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 023-057758](#)

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: 1

Title:

PA/SE/05/21. Servicio de atención de llamadas adscrito a la Gerencia del SUMMA 112

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/04/2022

V.2.2. Information about tenders

Number of tenders received: 6

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

V.2.3. Name and address of the contractor

Official name: SERVITELCO MULTISERVICIOS, S.L.

National registration number: B87044772

Town: Madrid

NUTS code: ES300 Madrid

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: 4 862 566,60 EUR

Total value of the contract/lot: 2 587 242,57 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: Tribunales

Town: Madrid

Country: Spain

VI.5. Date of dispatch of this notice

03/05/2022