

Spain-Madrid: Technical assistance services
OJ S 93/2021 14/05/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Radio Televisión Madrid, S. A. U.

National registration number: A87645719

Postal address: Paseo del Príncipe, 3

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28223

Country: Spain

E-mail: blanca.gonzalez@telemadrid.es

Telephone: +34 915128596

Internet address(es):

Main address: www.madrid.org/contratospublicos

Address of the buyer profile: www.madrid.org/contratospublicos

I.4. Type of the contracting authority

Other type: Empresa pública

I.5. Main activity

Other activity: Servicio público de comunicación audiovisual

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio gestionado de soporte a usuario

Reference number: 2021-0115-SIC

II.1.2. Main CPV code

71356200 Technical assistance services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio gestionado de soporte a usuario y provisión de puestos para trabajara distancia.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7.

Total value of the procurement

Value excluding VAT: 1 800 234,00 EUR

II.2. Description

II.2.1. Title

Soporte a usuario

Lot No: 1

II.2.2. Additional CPV code(s)

71356200 Technical assistance services

II.2.3. Place of performance

NUTS code: ES España

NUTS code: ES3 Comunidad de Madrid

Main site or place of performance: Sede social RTVM.

II.2.4. Description of the procurement

Prestación de los servicios de Centro de Atención al Usuario (CAU), Soporte Local, Operación y Gestión de procesos y servicios, de acuerdo con los acuerdos de nivel de servicio, alcance y disponibilidad requerida por RTVM.

II.2.5. Award criteria

Quality criterion - Name: Criterios cualificables mediante juicios de valor / Weighting: 20

Cost criterion - Name: Criterio cualificable mediante fórmulas matemáticas / Weighting: 40

Cost criterion - Name: Precio / Weighting: 40

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: [2021/S 020-046220](#)

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: 2021-0115-SIC

Lot No: 1

Title:

Soporte a usuario

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/04/2021

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Econocom Servicios, S. A.

National registration number: A288186379

Postal address: C/ Cardenal Marcelo Spínola, 4-2

Town: Madrid

NUTS code: ES30 Comunidad de Madrid

Postal code: 28016

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: 2 400 312,00 EUR

Total value of the contract/lot: 1 800 234,00 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 Contratación Pública de la Comunidad de Madrid

Postal address: Carrera de San Jerónimo, 13

Town: Madrid

Postal code: 28014

Country: Spain

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

El previsto en los artículos 44 y siguientes de la Ley de Contratos del Sector Público.

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal Administrativo de Contratación Pública de la Comunidad de Madrid

Postal address: Carrera de San Jerónimo, 13

Town: Madrid

Postal code: 28014

Country: Spain

VI.5. Date of dispatch of this notice

11/05/2021