

Spain-Madrid: Customer-care services  
OJ S 138/2016 20/07/2016  
Contract notice  
Services

Directive 2004/18/EC

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Ibermutuamur, Mutua Colaboradora con la Seguridad Social, nº 274

Postal address: c/ Ramírez de Arellano, 27

Town: Madrid

Postal code: 28043

Country: Spain

Contact person: Mesa de Contratación

E-mail: [concursosibermutuamur@ibermutuamur.es](mailto:concursosibermutuamur@ibermutuamur.es)

Telephone: +34 917445171

Fax: +34 915152600

#### Internet address(es):

General address of the contracting authority: [www.ibermutuamur.es](http://www.ibermutuamur.es)

Address of the buyer profile: <http://contrataciondelestado.es/wps/portal/plataforma>

Electronic submission of tenders and requests to participate: <http://contrataciondelestado.es/wps/portal/plataforma>

#### Additional information can be obtained from:

the abovementioned address

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

### I.2. Type of the contracting authority

Other: Mutua colaboradora con la Seguridad Social

### I.3. Main activity

Health

Social protection

Other: Mutua colaboradora con la Seguridad Social

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

The contracting authority is purchasing on behalf of other contracting authorities: no

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

Servicios e Información y Atención de los clientes de Ibermutuamur, Mutua Colaboradora con la Seguridad Social, nº 274 mediante soporte telefónico centralizado (Contact Center).

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

Services

Service category No 11: Management consulting services [6] and related services

NUTS code ES España

**II.1.3. Information about a framework agreement or a dynamic purchasing system**

The notice involves a public contract

**II.1.4. Information about framework agreement**

**II.1.5. Short description of the contract or purchase(s)**

Servicios e Información y Atención de los clientes de Ibermutuamur, Mutua Colaboradora con la Seguridad Social, nº 274 mediante soporte telefónico centralizado (Contact Center).

**II.1.6. CPV code(s)**

79342320 Customer-care services

**II.1.7. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**II.1.8. Lots**

This contract is divided into lots: no

**II.1.9. Information about variants**

Variants will be accepted: no

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

Estimated value excluding VAT: 625 000 EUR

**II.2.2. Information about options**

Options: yes

Description of options: Este contrato podrá ser prorrogado otros doce (12) meses, de forma expresa y por mutuo acuerdo de las partes antes de la finalización de aquél, sin que la duración del contrato, incluidas las prórrogas, exceda de cuarenta y ocho (36) meses.

Provisional timetable for recourse to these options:

in months: 24 (from the award of the contract)

**II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

**II.3. Duration of the contract or time limit for completion**

Duration in months: 24 (from the award of the contract)

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions related to the contract**

**III.1.1. Deposits and guarantees required**

No se exige.

### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Las facturas serán abonadas, por transferencia bancaria, en un plazo máximo de 30 días contados a partir de su presentación en esta entidad.

Facturación electrónica: (Ley 25/2013, de 27 de diciembre), para facturas de importe superior a 5 000 EUR.

### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Según cláusula 5.3. del Pliego de Condiciones Particulares y art. 59 del texto refundido de la Ley de Contratos del Sector Público.

### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

## **III.2. Conditions for participation**

### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions: Según la cláusula 5.1. del Pliego de Condiciones Particulares y art. 54 y 55 del texto refundido de la Ley de Contratos del Sector Público.

### **III.2.2. Economic and financial ability**

List and brief description of conditions: Según la cláusula 5.6.5. del Pliego de Condiciones Particulares.

Minimum level(s) of standards possibly required: Volumen anual de negocios en el ámbito de actividades correspondiente al objeto del contrato: servicios de información y atención a los clientes mediante soporte telefónico centralizado (contact center), en el que se certifique que en el año de mayor volumen de negocio de los 3 últimos concluidos, que dicha cifra es igual a un millón doscientos mil euros (1 200 000 EUR).

### **III.2.3. Technical and professional ability**

List and brief description of conditions:

Según la cláusula 5.6.6. del Pliego de Condiciones Particulares.

Minimum level(s) of standards possibly required:

Relación de los principales contratos realizados durante los últimos 5 años, correspondientes al mismo tipo o naturaleza al que corresponde el objeto del contrato.

Dicha relación deberá ser avalada por, al menos, cinco certificados de buena ejecución cuyos importes sean igual o superior a ciento veinticinco mil euros (125 000 EUR), o 3 certificados para aquellos cuyos importes sean igual o superior a doscientos mil euros (20 000 EUR), todos los importes reseñados, IVA excluido.

### **III.2.4. Information about reserved contracts**

## **III.3. Conditions specific to services contracts**

### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## Section IV: Procedure

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### IV.1. Type of procedure

#### IV.1.1. Type of procedure

Open

#### IV.1.2. Information about the limits on the number of candidates to be invited

#### IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

### IV.2. Award criteria

#### IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

#### IV.2.2. Information about electronic auction

An electronic auction will be used: no

### IV.3. Administrative information

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

1/17

#### IV.3.2. Previous publication concerning this procedure

no

#### IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 24.8.2016 - 14:30  
Payable documents: no

#### IV.3.4. Time limit for receipt of tenders or requests to participate

24.8.2016 - 14:30

#### IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

#### IV.3.6. Languages in which tenders or requests to participate may be submitted

Spanish.

#### IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 2 (from the date stated for receipt of tender)

#### IV.3.8. Conditions for opening of tenders

Date: 5.10.2016 - 10:00

Place:

Salón de Actos de la Sede Central de Ibermutuamur, Mutua Colaboradora con la Seguridad Social, nº 274, calle Ramírez de Arellano, 27, 28043 Madrid.

Persons authorised to be present at the opening of tenders: yes

Information about authorised persons and opening procedure: Acto público de libre asistencia.

## Section VI: Complementary information

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published: 36.

**VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales (Ministerio de Hacienda y Administraciones Públicas)

Postal address: av. General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: [tribunal\\_recursos.contratos@minhap.es](mailto:tribunal_recursos.contratos@minhap.es)

Telephone: +34 913431446

Fax: +34 913431441

**VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: De acuerdo con lo establecido en el artículo 40 del texto refundido de la Ley de Contratos del Sector Público y lo dispuesto en la cláusula Novena del Pliego de Condiciones Particulares.

**VI.4.3. Service from which information about the review procedure may be obtained****VI.5. Date of dispatch of this notice**

15.7.2016