

**Spain-Madrid: Telephone-answering services**

OJ S 94/2022 16/05/2022

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Secretaría General de la Agencia Española de Medicamentos y Productos Sanitarios

National registration number: Q28270231

Postal address: Campezo, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28022

Country: Spain

Contact person: Secretaría General de la Agencia Española de Medicamentos y Productos Sanitarios

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

**Internet address(es):**

Main address: <https://www.aemps.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=XqO%2BFjMho9A%3D>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle\\_licitacion&idEvl=x6VqvVohAnQBPRBxZ4nJ%2Fg%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=x6VqvVohAnQBPRBxZ4nJ%2Fg%3D%3D)

Additional information can be obtained from the abovementioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=XqO%2BFjMho9A%3D>

**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Health

**Section II: Object**

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

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

Reference number: 202222706003

**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 telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

**II.1.5. Estimated total value**

Value excluding VAT: 282 240,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

**II.2.2. Additional CPV code(s)**

79992000 Reception services

**II.2.3. Place of performance**

NUTS code: ES España

Main site or place of performance: Ver apartado 5.4 de la Hoja Resumen del PCAPCampezo 1. Madrid. 28022

**II.2.4. Description of the procurement**

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Capacidades técnicas / Weighting: 10

Quality criterion - Name: Información sobre recursos humanos asignados / Weighting: 14

Quality criterion - Name: Metodología del trabajo / Weighting: 22

Price - Weighting: 54

**II.2.6. Estimated value**

Value excluding VAT: 282 240,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: yes

**II.2.11. Information about options**

Options: yes

Description of options:

Posibilidad de una prórroga de máximo 12 meses

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

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Capacidad de obrar

No prohibición para contratar

Cumplimiento con las obligaciones con la Seguridad Social

Cumplimiento con las obligaciones tributarias

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

Cifra anual de negocio

Minimum level(s) of standards possibly required:

Umbral: 141120

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:

- Trabajos realizados

Minimum level(s) of standards possibly required:

Umbral: 65856

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Favorecer la formación en el lugar de trabajo. Descripción: Plan de formación continuada de los empleados, que se acreditará con la copia del dicho plan

## **Section IV: Procedure**

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### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/06/2022 Local time: 18:30

#### **IV.2.3.**

## **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

Spanish

### **IV.2.7. Conditions for opening of tenders**

Date: 05/07/2022 Local time: 10:00

Place:

Agencia Española de Medicamentos y Productos Sanitarios

Datos de Dirección:

Calle: Campezo 1

CP: 28022

Población: Madrid

País: España

Information about authorised persons and opening procedure: Descripción: Para la asistencia telemática al evento de apertura del sobre oferta económica deben comunicar mediante correo electrónico a contratacion@aemps.es con al menos 3 días de antelación, para facilitarles el enlace de acceso

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Agencia Española de Medicamentos y Productos Sanit

Postal address: Campezo 1

Town: Madrid

Postal code: 28022

Country: Spain

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

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

Official name: Secretaría General de la Agencia Española de Medic

Postal address: Campezo 1

Town: Madrid

Postal code: 28022

Country: Spain

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

Telephone: +34 918225178

### **VI.5. Date of dispatch of this notice**

11/05/2022