

**Spain-Madrid: IT services: consulting, software development, Internet and support**

OJ S 107/2022 03/06/2022

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Ineco-Dirección Corporativa

National registration number: A28220168

Postal address: Paseo de la Habana, 138

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28036

Country: Spain

Contact person: Ineco-Dirección Corporativa

E-mail: [ofertas@ineco.com](mailto:ofertas@ineco.com)

Telephone: +34 914521200

**Internet address(es):**Main address: <http://www.ineco.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=t7ffMymm4S4QK2TEfXGy%2BA%3D%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=ie3eWEONeUSrz3GQd5r6SQ%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=ie3eWEONeUSrz3GQd5r6SQ%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=t7ffMymm4S4QK2TEfXGy%2BA%3D%3D>

perfilContratante&amp;idBp=t7ffMymm4S4QK2TEfXGy%2BA%3D%3D

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

Other type: Otras Entidades del Sector Público

**I.5. Main activity**

General public services

**Section II: Object**

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

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

Reference number: 20220430-00307

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

**II.1.5. Estimated total value**

Value excluding VAT: 391 200,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

**II.2.3. Place of performance**

NUTS code: ES300 Madrid

Main site or place of performance: El lugar de ejecución de los servicios será en la sede del adjudicatario, opcionalmente en las dependencias de Ineco o donde éste designe. . .

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

Servicios de soporte especializado en el ámbito de los servicios multicanal del 060 e integración de nuevos sistemas conversacionales.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: 12.1. Valoración solución técnica / Weighting: 20

Cost criterion - Name: 13.2.1.1. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 1: JEFE DE PROYECTO / Weighting: 6.25

Cost criterion - Name: 13.2.1.2. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 2: ESPECIALISTA EN DESARROLLO DE SISTEMAS CONVERSACIONALES, CHATBOT Y SISTEMAS DE PREGUNTA ABIERTA. / Weighting: 6.25

Cost criterion - Name: 13.2.1.3. EXPERIENCIA ADICIONAL DEL PERFIL TIPO 3: ESPECIALISTA SISTEMAS, DEVOPS, MLOPS, CONECTIVIDAD Y TELEFONÍA (IVR, SBC, PBX) / Weighting: 6.25

Cost criterion - Name: 13.2.1.4. ESPECIALISTA EN APLICACIÓN DE ANÁLISIS MULTIDIMENSIONAL E INTEGRACIÓN SOBRE SISTEMAS CONVERSACIONALES (PASARELAS REDES SOCIALES, APPS DE MONITORIZACIÓN, ANÁLISIS BI USO DEL SISTEMA, ETC.) / Weighting: 6.25

Cost criterion - Name: 13.2.2.1 Criterios sociales / Weighting: 5

Cost criterion - Name: 13.2.2.2 Criterio medioambiental 1 / Weighting: 2.5

Cost criterion - Name: 13.2.2.2 Criterio medioambiental 2 / Weighting: 2.5

Cost criterion - Name: 13.1. Valoración económica / Weighting: 45

**II.2.6. Estimated value**

Value excluding VAT: 391 200,00 EUR

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

Duration in months: 5

This contract is subject to renewal: yes

Description of renewals:

Sí se prevé, por un plazo adicional máximo de SIETE (7) MESES.

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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:  
yes

Identification of the project: Este expediente está financiado por la Unión Europea-  
NextGenerationEU.

#### **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

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:

Informe de entidades financieras

Seguro de indemnización

Cifra anual de negocio

Otros

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

List and brief description of selection criteria:

- Trabajos realizados

- Técnicos o unidades técnicas

- Maquinaria, material y equipo técnico para la ejecución del contrato

- Otros

- Otros

### **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: 04/07/2022 Local time: 14:00

##### **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: 04/07/2022 Local time: 14:00

Place:

Ingeniería y Economía del Transporte, S.M.E., M.P., S.A. (INECO)

Datos de Dirección:

Calle: Paseo de la Habana, 138

CP: 28036

Población: Madrid

País: España

Information about authorised persons and opening procedure: Descripción:

#### **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

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

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

Official name: Ingeniería y Economía del Transporte, S.M.E., M.P., S.A. (INECO)

Postal address: Paseo de la Habana, 138

Town: Madrid

Postal code: 28036

Country: Spain

E-mail: [ofertas@ineco.com](mailto:ofertas@ineco.com)

Telephone: +34 914521200

Internet address: <https://www.ineco.com/>

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

01/06/2022