

Spain-Madrid: Customer-care services
OJ S 114/2021 15/06/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejería de Economía, Empleo y Competitividad

National registration number: S7800001E

Postal address: C/ Ramirez de Prado, 5-bis

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Consejería de Economía, Empleo y Competitividad

E-mail: contratem@madrid.org

Telephone: +34 917208023

Fax: +34 917208066

Internet address(es):

Main address: <http://www.comunidad.madrid>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites

Reference number: 241M/008-20 (A/SER-028947/2020)

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 111 196,77 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES30 Comunidad de Madrid

Main site or place of performance: Comunidad de Madrid.

II.2.4. Description of the procurement

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites.

II.2.5. Award criteria

Quality criterion - Name: Criterios evaluables aplicación de fórmula / Weighting: 50

Price - Weighting: 50

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 220-540783](#)

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

Lot No: 1

Title:

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

08/06/2021

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Integra Mantenimiento, Gestión y Servicios Integrados, Centro Especial de Empleo, S. L.

National registration number: B82992744

Town: Madrid

NUTS code: ES30 Comunidad de 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: 3 111 196,77 EUR

Total value of the contract/lot: 714 019,66 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 de la Contratación Pública de la Comunidad de Madrid

Postal address: Plaza de Chamberí, 8

Town: Madrid

Postal code: 28010

Country: Spain

VI.4.2. Body responsible for mediation procedures

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

Postal address: Plaza de Chamberí, 8

Town: Madrid

Postal code: 28010

Country: Spain

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

Official name: Área de Contratación de la Consejería de Economía, Empleo y Competitividad

Postal address: C/ Ramirez de Prado, 5-bis

Town: Madrid

Postal code: 28045

Country: Spain

E-mail: contratem@madrid.org

VI.5. Date of dispatch of this notice

10/06/2021