

**Spain-Vitoria-Gasteiz: Social services**  
**OJ S 97/2023 22/05/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Eusko Jaurlaritz-Gobierno Vasco

National registration number: S4833001C

Town: Vitoria-Gasteiz

NUTS code: ES21 País Vasco

Postal code: 01010

Country: Spain

Contact person: Jon Salazar

E-mail: [jon-salazar@euskadi.eus](mailto:jon-salazar@euskadi.eus)

**Internet address(es):**

Main address: [www.contratacion.euskadi.eus](http://www.contratacion.euskadi.eus)

Address of the buyer profile: [www.contratacion.euskadi.eus](http://www.contratacion.euskadi.eus)

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

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Servicio de Telesistencia para la Comunidad Autónoma de Euskadi.

Reference number: C02/010/2022

**II.1.2. Main CPV code**

85320000 Social services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de Telesistencia para la Comunidad Autónoma de Euskadi.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 24 673 826,92 EUR

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: ES21 País Vasco

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

La prestación del servicio objeto de este contrato consiste en un modelo personalizado que integra la teleasistencia básica y la avanzada, enfocando la atención en función de las necesidades de las personas usuarias, siendo, por lo tanto, la atención personalizada el eje fundamental de la prestación del servicio.

### **II.2.5. Award criteria**

Quality criterion - Name: Visión integral de la propuesta en el marco del Sistema Vasco de Servicios Sociales / Weighting: 3

Quality criterion - Name: Propuesta de un modelo de teleasistencia personalizado / Weighting: 13

Quality criterion - Name: Recursos materiales y tecnológicos / Weighting: 9

Quality criterion - Name: Recursos humanos / Weighting: 5

Quality criterion - Name: Transferencia del servicio / Weighting: 3

Quality criterion - Name: Divulgación del servicio / Weighting: 1

Quality criterion - Name: Plan de calidad. Control y seguimiento / Weighting: 4

Quality criterion - Name: Digitalización / Weighting: 5

Quality criterion - Name: Formación en materia de igualdad / Weighting: 5

Quality criterion - Name: Formación en materia de servicios sociales / Weighting: 5

Price - Weighting: 47

### **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**

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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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2022/S 109-308242](#)

#### **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

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**Title:**

Servicio de Teleasistencia para la Comunidad Autónoma de Euskadi.

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

17/05/2023

##### **V.2.2. Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: yes

##### **V.2.3. Name and address of the contractor**

Official name: ILUNION SOCIOSANITARIO, S.A.

National registration number: A82438995

Town: Madrid

NUTS code: ES300 Madrid

Country: Spain

The contractor is an SME: no

##### **V.2.3. Name and address of the contractor**

Official name: IBERMÁTICA, S.A.

National registration number: A20038915

Town: Donostia-San Sebastián

NUTS code: ES212 Gipuzkoa

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: 71 554 099,06 EUR

Total value of the contract/lot: 24 673 826,92 EUR

##### **V.2.5. Information about subcontracting**

### Section VI: Complementary information

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

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

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

Official name: Organo Administrativo de Recursos Contractuales de Euskadi OARC-KEAO

Town: Vitoria-Gasteiz

Country: Spain

Internet address: [www.contratacion.euskadi.eus](http://www.contratacion.euskadi.eus)

##### **VI.4.4.**

**Service from which information about the review procedure may be obtained**

Official name: Organo Administrativo de Recursos Contractuales de Euskadi

Town: Vitoria-Gasteiz

Country: Spain

Internet address: [www.contratacion.euskadi.eus](http://www.contratacion.euskadi.eus)

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

17/05/2023