

Spain-A Estrada: Telephone-answering services
OJ S 101/2023 26/05/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fundación Pública Urgencias Sanitarias de Galicia-061

National registration number: G15702350

Postal address: Avenida de la Cultura, s/n

Town: A Estrada

NUTS code: ES11 Galicia

Postal code: 36680

Country: Spain

Contact person: Rosa del Riego Santos

E-mail: compras.061@sergas.es

Telephone: +34 881547490

Fax: +34 881546728

Internet address(es):

Main address: www.contratosdegalicia.gal

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de operación telefónica (contact center)

Reference number: AB-FUS1-22-003

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

El objeto de la presente contratación es la prestación, en las condiciones recogidas en el pliego de prescripciones técnicas particulares (PPT), del servicio de operación telefónica (contact center) para la Fundación Pública Urgencias Sanitarias de Galicia-061.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 8 438 137,38 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES11 Galicia

NUTS code: ES114 Pontevedra

Main site or place of performance: Calle de la Cultura. s/n 36680 A Estrada · Pontevedra

II.2.4. Description of the procurement

El objeto de la presente contratación es la prestación, en las condiciones recogidas en el pliego de prescripciones técnicas particulares (PPT), del servicio de operación telefónica (contact center) para la Fundación Pública Urgencias Sanitarias de Galicia-061, consistente en la atención telefónica del número de emergencias sanitarias 061 y del número de consulta sanitaria 902400116, mediante personal especializado, durante las 24 horas del día los 365 días del año.

II.2.5. Award criteria

Quality criterion - Name: Establecimiento de bolsa de horas / Weighting: 15

Quality criterion - Name: Plataforma de teletraducción multilingüe / Weighting: 5

Quality criterion - Name: Realización de una encuesta telefónica a los usuarios del servicio / Weighting: 10

Quality criterion - Name: Disponer de un sistema de gestión de calidad acreditado por norma ISO 18295-1 / Weighting: 5

Quality criterion - Name: Medidas de conciliación de la vida laboral, personal y familiar / Weighting: 10

Quality criterion - Name: Memoria del servicio / Weighting: 15

Price - Weighting: 40

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 239-688564](#)

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

Title:

Servicio de operación telefónica (contact center)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/05/2023

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: FIDELIS SERVICIOS INTEGRALES, S.L.U - CENTRO DE ATENCIÓN DE LLAMADAS, S.A.U. UTE

National registration number: U13696653

Town: As Pontes de García Rodríguez

NUTS code: ES11 Galicia

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 8 438 137,38 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 Contratación Pública de la Comunidad Autónoma de Galicia

Town: Santiago de Compostela

Country: Spain

VI.5. Date of dispatch of this notice

23/05/2023