

Spain-Melilla: Telephone operator services

OJ S 105/2023 02/06/2023

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gerencia de Atención Sanitaria de Melilla - Instituto Nacional de Gestión Sanitaria

National registration number: Q2977002A

Postal address: C/ Remonta, 2

Town: Melilla

NUTS code: ES640 Melilla

Postal code: 52005

Country: Spain

Contact person: Gerencia de Atención Sanitaria de Melilla - Instituto Nacional de Gestión Sanitaria

E-mail: contpub.ae.melilla@ingesa.sanidad.gob.es

Telephone: +34 951320753

Fax: +34 952698028

Internet address(es):

Main address: <http://www.ingesa.sanidad.gob.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=n%2BtU5Y9ci1o%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=OYFgqPjCeSx7h85%2Fpmmsfw%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=n%2BtU5Y9ci1o%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

II.1. Scope of the procurement

II.1.1. Title

Servicio de teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA
Reference number: P.A. 2023-22-GME

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA

II.1.5. Estimated total value

Value excluding VAT: 465 896,28 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: ES640 Melilla

Main site or place of performance: Hospital Comarcal de Melilla. Melilla. 52005

II.2.4. Description of the procurement

Servicio de teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Plan básico de calidad / Weighting: 10

Quality criterion - Name: Plan de formación / Weighting: 10

Quality criterion - Name: Proyecto organizativo del servicio / Weighting: 10

Cost criterion - Name: Adscripción de un mayor número de teleoperadores al servicio / Weighting: 10

Cost criterion - Name: Precio / Weighting: 60

II.2.6. Estimated value

Value excluding VAT: 465 896,28 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

24 meses

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Preaviso en prórrogas con dos meses de antelación a la finalización del contrato o prórroga anterior

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

III.1. Conditions for participation

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Seguro de indemnización

Cifra anual de negocio

Minimum level(s) of standards possibly required:

Umbral: 465896.28

Umbral: 698844.43. Expresión: años

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- Trabajos realizados

Minimum level(s) of standards possibly required:

Umbral: 54354.57. Expresión: años

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Consideraciones de tipo social. Descripción: El licitador tiene la obligación de exigir esta condición especial de ejecución a los subcontratistas que participen en la ejecución del contrato

Sometimiento del contratista a la normativa de protección de datos. Descripción: El contratista debe someterse a la normativa nacional y de la Unión europea en materia de protección de datos

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: [2023/S 021-059646](#)

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

Date: 13/06/2023 Local time: 23:59

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 28/06/2023 Local time: 10:00

Place:

Hospital Comarcal de Melilla

Datos de Dirección:

Calle: Remonta 2

CP: 52005

Población: Melilla

País: España

Information about authorised persons and opening procedure: Descripción:

Section VI: Complementary information

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: Hospital Comarcal de Melilla

Postal address: Remonta, 2

Town: Melilla

Postal code: 52005

Country: Spain

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

Official name: Hospital Comarcal de Melilla

Postal address: Remonta, nº 2

Town: Melilla

Postal code: 52005

Country: Spain

VI.5. Date of dispatch of this notice

29/05/2023