

Spain-Madrid: Telephone switchboard services

OJ S 110/2023 09/06/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Junta de Contratación del Ministerio de Asuntos Económicos y Transformación Digital

National registration number: S2800568D

Postal address: Paseo de la Castellana, 162 - planta 10ª impares

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28071

Country: Spain

Contact person: Junta de Contratación del Ministerio de Asuntos Económicos y Transformación Digital

E-mail: junta.contratacion@economia.gob.es

Telephone: +34 916037625

Internet address(es):

Main address: <https://contrataciondelestado.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=IL3KFP%2BJ0eESugstABGr5A%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=ruaOB7ltxA7u6%2B%2FR7DUoA%3D%3D

[detalle_licitacion&idEvl=ruaOB7ltxA7u6%2B%2FR7DUoA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=ruaOB7ltxA7u6%2B%2FR7DUoA%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=IL3KFP%2BJ0eESugstABGr5A%3D%3D>

[perfilContratante&idBp=IL3KFP%2BJ0eESugstABGr5A%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=IL3KFP%2BJ0eESugstABGr5A%3D%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

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio de atención del call center y atención online del servicio de compraventa de valores del Tesoro Público.

Reference number: 202300000017

II.1.2. Main CPV code

64214200 Telephone switchboard services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención del call center y atención online del servicio de compraventa de valores del Tesoro Público.

II.1.5. Estimated total value

Value excluding VAT: 8 784 206,04 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

64216000 Electronic message and information services

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicio de atención del call center y atención online del servicio de compraventa de valores del Tesoro Público.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Planificación del servicio / Weighting: 16

Quality criterion - Name: Solución técnica ofertada / Weighting: 34

Cost criterion - Name: Calidad del perfil del equipo / Weighting: 10

Cost criterion - Name: Oferta economica / Weighting: 40

II.2.6. Estimated value

Value excluding VAT: 8 784 206,04 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser prorrogado una sola vez y por un plazo máximo de un año.

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:
no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

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

No prohibición para contratar

No estar incurso en incompatibilidades

Cumplimiento con las obligaciones con la Seguridad Social

Cumplimiento con las obligaciones tributarias

Estar prerregistrado en el ROLECE, y declarar que no ha habido modificaciones en los datos registrados

Para las empresas extranjeras, declaración de sometimiento a la legislación española.

Preferencia para empresas con trabajadores con discapacidad

III.1.2. Economic and financial standing

List and brief description of selection criteria:

- U8-5

Cifra anual de negocio

III.1.3. Technical and professional ability

List and brief description of selection criteria:

- U8-5

- Trabajos realizados

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

- Certificados de control de calidad expedidos por los institutos o servicios oficiales

- Otros

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Sometimiento del contratista a la normativa de protección de datos. Descripción:

Sometimiento a la normativa de Protección de Datos

Consideraciones de tipo medioambiental. Descripción: Uso de medios electrónicos

Consideraciones de tipo social. Descripción: Comprobación de los pagos a subcontratistas o suministradores

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 084-259204](#)

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

Date: 21/06/2023 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.2.7. Conditions for opening of tenders

Date: 06/07/2023 Local time: 10:00

Place:

videoconferencia

Datos de Dirección:

Calle: Pº Castellana 162

CP: 28071

Población: Madrid

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.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Registro Electronico del Tribunal Administrativo Central de Recursos Contractuales

Postal address: Av. General Peron 38

Town: Madrid

Postal code: 28020

Country: Spain

VI.5. Date of dispatch of this notice

06/06/2023