Spain-Pamplona: Telephone-answering services
OJ S 126/2022 04/07/2022
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gerencia de Mutua Navarra, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social 21
National registration number: G31033533
Postal address: Polígono Landaben c/f, nº 4
Town: Pamplona
NUTS code: ES220 Navarra
Postal code: 31012
Country: Spain
Contact person: Gerencia de Mutua Navarra, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social 21
E-mail: contratacion@mutuanavarra.es
Telephone: +34 948194400
Fax: +34 948210168
Internet address(es):
Main address: http://www.mutuanavarra.es
Address of the buyer profile: https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Fk1Fu9zWPTM%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=H7XzwHdmJgsSugstABGr5A%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=Fk1Fu9zWPTM%3D

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title
Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra
Reference number: 22/047

II.1.2. Main CPV code
79510000 Telephone-answering services

II.1.3. Type of contract
Services

II.1.4. Short description
Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra

II.1.5. Estimated total value
Value excluding VAT: 748 800,00 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: ES220 Navarra

II.2.4. Description of the procurement
Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra

II.2.5. Award criteria
Criteria below
Quality criterion - Name: Plan Calidad del Empleo / Weighting: 3
Quality criterion - Name: Plan Calidad Servicio / Weighting: 20
Quality criterion - Name: Plan de contingencia / Weighting: 20
Quality criterion - Name: Plan implantación / Weighting: 10
Quality criterion - Name: Plan medioambiental / Weighting: 2
Price - Weighting: 45

II.2.6. Estimated value
Value excluding VAT: 748 800,00 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:
4 prórrogas anuales

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

III.1.2. Economic and financial standing

List and brief description of selection criteria:
Cifra anual de negocio

III.1.3. Technical and professional ability

List and brief description of selection criteria:
- Trabajos realizados

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Consideraciones de tipo medioambiental. Descripción: La acreditación de los niveles de mantenimiento y soporte objeto de este contrato, se realizará de forma electrónica (sin papel) Consideraciones de tipo social. Descripción: El cumplimiento de los convenios colectivos sectoriales y territoriales aplicables La aplicación de medidas para prevenir la siniestralidad laboral conforme a la normativa aplicable

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

Date: 02/08/2022 Local time: 10:00

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: 07/09/2022 Local time: 10:00
Place:
Sede Mutua Navarra
Datos de Dirección:
Calle: Poligono Landaben Calle F, 4
CP: 31012
Población: Pamplona
País: España
Information about authorised persons and opening procedure: Descripción: Debido a la situación excepcional provocada por el COVID-19, a fin de evitar su propagación, la asistencia al acto de apertura será solo y exclusivamente de forma telemática siguiendo el procedimiento del punto 15 del Pliego de Condiciones Generales

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: Sede Mutua Navarra Landaben
Postal address: Poligono Landaben Calle F, 4
Town: Pamplona
Postal code: 31012
Country: Spain
E-mail: contratacion@mutuanavarra.es
Telephone: +34 948194400

VI.5. Date of dispatch of this notice

29/06/2022