

**Spain-Valencia: Customer-care services**  
**OJ S 117/2023 20/06/2023**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Consejo de Administración de la Empresa Municipal de Transportes de Valencia, S.A.U.

National registration number: A46318416

Postal address: Plaza Correo Viejo, 5

Town: Valencia

NUTS code: ES523 Valencia/València

Postal code: 46001

Country: Spain

Contact person: Consejo de Administración de la Empresa Municipal de Transportes de Valencia, S.A.U.

E-mail: [contractacio@emtvalencia.es](mailto:contractacio@emtvalencia.es)

**Internet address(es):**

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

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=zbNWgqTZvrDnSoTX3z%2F7wA%3D%3D>

**I.6. Main activity**

Recreation, culture and religion

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**Section II: Object**

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

**II.1.1. Title**

Servicios de asesoramiento y atención al cliente en diferentes acciones informativas y educativas para la Empresa Municipal de Transportes de València S.A.U (Medio Propio)  
Reference number: 2023-0015

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicios de asesoramiento y atención al cliente en diferentes acciones informativas y educativas para la Empresa Municipal de Transportes de València S.A.U (Medio Propio)

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 2 792 251,36 EUR

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

79342200 Promotional services, 80000000 Education and training services

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

NUTS code: ES523 Valencia/València

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

Servicios de asesoramiento y atención al cliente en diferentes acciones informativas y educativas para la Empresa Municipal de Transportes de València S.A.U (Medio Propio)

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

Quality criterion - Name: APTITUDES PERSONALES DEL EQUIPO: de 0 a 15 puntos / Weighting: 15

Quality criterion - Name: PROPUESTA DE SEGUIMIENTO DE CALIDAD: de 0 a 5 puntos / Weighting: 5

Quality criterion - Name: PROPUESTA TÉCNICA DE ORGANIZACIÓN Y ESTRATEGIA: de 0 a 15 puntos / Weighting: 15

Cost criterion - Name: HORAS ADICIONALES ANUALES PARA LA BOLSA DE PERSONAL INFORMADOR PARA EVENTOS O ACCIONES ESPECIALES: DE 0 A 10 PUNTOS / Weighting: 10

Cost criterion - Name: PRECIO: DE 0 A 55 PUNTOS / Weighting: 55

### **II.2.11. Information about options**

Options: yes

Description of options:

El contrato admite DOS PRÓRROGAS ANUALES.

### **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: [2023/S 043-126297](#)

#### **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 periodic indicative notice**

### **Section V: Award of contract**

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**Contract No:** 2023-0015

**Title:**

Servicios de asesoramiento y atención al cliente en diferentes acciones informativas y educativas para la Empresa Municipal de Transportes de València S.A.U (Medio Propio)

A contract/lot is awarded: yes

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

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

10/06/2023

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

Number of tenders received: 3

Number of tenders received from SMEs: 1

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

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

Official name: SM SISTEMAS MEDIOAMBIENTALES, S.L.

National registration number: B61461810

Postal address: Paseo Sant Joan, nº 183

Town: Barcelona

NUTS code: ES51 Cataluña

Postal code: 08037

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: 2 792 251,36 EUR

Total value of the contract/lot: 2 792 251,36 EUR

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

##### **V.2.6. Price paid for bargain purchases**

### **Section VI: Complementary information**

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

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

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

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avda. General Perón, 38

Town: Madrid

Postal code: 28020

Country: Spain

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

Official name: Empresa Municipal de Transportes de València S.A.U (Medio Propio)

Postal address: Plaza Correo Viejo, 5

Town: València

Postal code: 46001

Country: Spain

E-mail: [contractacio@emtvalencia.es](mailto:contractacio@emtvalencia.es)

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

15/06/2023