

**Spain-Valencia: Customer-care services**  
**OJ S 144/2021 28/07/2021**  
**Contract notice**  
**Services**

**Legal Basis:**  
Directive 2014/24/EU

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: Dirección General de la Fundación Palau de Les Arts Reina Sofia  
National registration number: G97544829  
Postal address: Avenoda del Profesor López Piñero (Historiador de la Medicina), 1  
Town: Valencia  
NUTS code: ES523 Valencia/València  
Postal code: 46013  
Country: Spain  
Contact person: Dirección General de la Fundación Palau de Les Arts Reina Sofia  
E-mail: [asoriano@lesarts.com](mailto:asoriano@lesarts.com)  
Telephone: +34 608590337

#### Internet address(es):

Main address: <http://www.lesarts.com>  
Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=VtzA%2F9PmsV4BPRBxZ4nJ%2Fg%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=f%2FwZ%2F99tkFR7h85%2Fpmmsfw%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=f%2FwZ%2F99tkFR7h85%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=VtzA%2F9PmsV4BPRBxZ4nJ%2Fg%3D%3D>

### I.4. Type of the contracting authority

Other type: Otras entidades del sector público

### I.5. Main activity

Education

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

Servicio de atención y acompañamiento en sala  
Reference number: PA ARTS 254/21

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de atención y acompañamiento en sala.

**II.1.5. Estimated total value**

Value excluding VAT: 716 276,74 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: ES523 Valencia/València

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

Servicio de atención y acompañamiento en sala.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Memoria técnica-memoria descriptiva / Weighting: 15

Quality criterion - Name: Memoria técnica-plan de formación / Weighting: 5

Quality criterion - Name: Memoria técnica-uniformidad / Weighting: 10

Quality criterion - Name: Memoria técnica.descripcion de la metodología / Weighting: 15

Price - Weighting: 55

**II.2.6. Estimated value**

Value excluding VAT: 716 276,74 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:

Un año.

**II.2.10. Information about variants**

Variants will be accepted: no

**II.2.11. Information about options**

Options: yes

Description of options:

Conforme a lo dispuesto en la cláusula sexta.

**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.

#### **III.1.2. Economic and financial standing**

List and brief description of selection criteria:

- cifra anual de negocio,
- otros.

#### **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 social. Descripción: contratista debe contar con un seguro de responsabilidad civil por riesgos profesionales con una cuantía mínima de 500 000.

## **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: [2021/S 114-300483](#)

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

Date: 01/09/2021 Local time: 14:30

#### **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: 10/09/2021 Local time: 13:00

Place:

Microsoft Teams.

Datos de dirección:

- calle: avenida Profesor Rodríguez Piñero,
- código postal: 46013,
- población: València,
- país: ESPAÑA.

Information about authorised persons and opening procedure: Descripción: enviar un mail a [ajimenez@lesarts.com](mailto:ajimenez@lesarts.com)

## **Section VI: Complementary information**

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### **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: Palau de Les Arts Reina Sofía  
Postal address: Avenida Profesor López Piñero, 1  
Town: València  
Postal code: 46013  
Country: Spain  
E-mail: [ajimenez@lesarts.com](mailto:ajimenez@lesarts.com)  
Internet address: <https://www.lesarts.com/es/>

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

23/07/2021