

**Spain-Madrid: Telephone operator services**  
**OJ S 177/2020 11/09/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Comisionado para el Mercado de Tabacos

National registration number: Q2826042J

Postal address: Paseo Habana, 140

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28036

Country: Spain

Contact person: Comisionado para el Mercado de Tabacos

E-mail: [eeff.cmt@cmtabacos.hacienda.gob.es](mailto:eeff.cmt@cmtabacos.hacienda.gob.es)

Telephone: +34 917457545

Fax: +34 917457212

**Internet address(es):**

Main address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/CMTabacos/paginas/Default.aspx>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=1tT4RW0%2BJ%2B0%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

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**Section II: Object**

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

**II.1.1. Title**

Atención e información ciudadana multicanal

Reference number: 202000000014

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Atención e información ciudadana multicanal.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 126 396,34 EUR

### **II.2. Description**

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

64216120 Electronic mail services, 79342320 Customer-care services

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

NUTS code: ES300 Madrid

Main site or place of performance: Paseo de la Habana, 140, 28036 Madrid.

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

Atención e información ciudadana multicanal.

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

Quality criterion - Name: Propuesta técnica / Weighting: 35

Price - Weighting: 65

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

Options: yes

Description of options:

El contrato podrá prorrogarse de forma expresa antes de su finalización. La prórroga será obligatoria para el contratista si es comunicada por el órgano de contratación con una antelación mínima de dos meses antes de su finalización.

#### **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: [2020/S 096-229794](#)

##### **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 prior information notice**

## Section V: Award of contract

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**Contract No:** 1

**Title:**

Atención e información ciudadana multicanal

A contract/lot is awarded: yes

### V.2. Award of contract

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

07/09/2020

#### V.2.2. Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 9

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

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

Official name: Servicios Sociales de Telecomunicaciones, S. L. U.

National registration number: B83936922

Town: Alcorcón

NUTS code: ES España

Postal code: 28923

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: 182 071,25 EUR

Total value of the contract/lot: 126 396,34 EUR

#### V.2.5. Information about subcontracting

## 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: Avenida General Perón, 38, 8.<sup>a</sup> planta

Town: Madrid

Postal code: 28020

Country: Spain

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

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38, 8.<sup>a</sup> planta

Town: Madrid  
Postal code: 28020  
Country: Spain

**VI.5. Date of dispatch of this notice**  
07/09/2020