

Spain-Madrid: Call centre
OJ S 147/2023 02/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Consejo General del Poder Judicial

National registration number: S2804008G

Postal address: Marqués de la Ensenada 8

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28004

Country: Spain

Contact person: Consejo General del Poder Judicial

E-mail: unidad.contratacion@cgpj.es

Telephone: +34 917006100

Fax: +34 917006358

Internet address(es):

Main address: <http://www.poderjudicial.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=4IHdIJl43TU%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**

Servicios de atención, ayuda y formación -Centro de Atención a Usuarios- prestados por el Consejo General del Poder Judicial, a través de la Sección de Informática Judicial del Centro de Documentación Judicial.

Reference number: 23/007.0

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de centro de atención a los usuarios de servicios proporcionados por el Consejo General del Poder Judicial.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 483 178,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicio de centro de atención a los usuarios de servicios proporcionados por el Consejo General del Poder Judicial.

II.2.5. Award criteria

Quality criterion - Name: Modelo de servicio / Weighting: 20

Quality criterion - Name: Plan de continuidad del servicio / Weighting: 30

Cost criterion - Name: Incremento de perfiles / Weighting: 25

Cost criterion - Name: Precio / Weighting: 25

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 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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 092-285137](#)

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

Contract No: 23/007.0

Title:

Servicios de atención, ayuda y formación -Centro de Atención a Usuarios- prestados por el Consejo General del Poder Judicial, a través de la Sección de Informática Judicial del Centro de Documentación Judicial.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/07/2023

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

V.2.3. Name and address of the contractor

Official name: Global Rosetta S.L.U

National registration number: B86867710

Postal address: Via de los Poblados 11

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28033

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: 508 608,00 EUR

Total value of the contract/lot: 483 178,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Consejo General del Poder Judicial

Postal address: Marqués de la Ensenada, 8

Town: Madrid

Postal code: 28004

Country: Spain

VI.5. Date of dispatch of this notice

28/07/2023