

Spain-Madrid: Call centre
OJ S 211/2018 02/11/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Junta de Contratación del Ministerio de Educación, Cultura y Deporte

National registration number: S2818001F

Postal address: Plaza del Rey, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28004

Country: Spain

Contact person: Junta de Contratación del Ministerio de Educación, Cultura y Deporte

E-mail: junta.contratacion@mecd.es

Telephone: +34 917017085

Fax: +34 915230166

Internet address(es):

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

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6rasW6NUHj8QK2TEfXGy%2BA%3D%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

Education

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Prestación del servicio de atención telefónica de casos de acoso escolar y malos tratos en el ámbito de los centros docentes del sistema educativo español

Reference number: J180026

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Prestación del servicio de atención telefónica de casos de acoso escolar y malos tratos en el ámbito de los centros docentes del sistema educativo español.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 727 832,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Prestación del servicio de atención telefónica de casos de acoso escolar y malos tratos en el ámbito de los centros docentes del sistema educativo español.

II.2.5. Award criteria

Quality criterion - Name: Oferta técnica / Weighting: 50

Price - Weighting: 50

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: no

IV.2. Administrative information

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: J180026

Title:

Prestación del servicio de atención telefónica de casos de acoso escolar y malos tratos en el ámbito de los centros docentes del sistema educativo español

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/09/2018

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Fundación Anar

National registration number: G80453731

Postal address: Avenida de América, 24, 1ª planta

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28028

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: 1 240 000,00 EUR

Total value of the contract/lot: 727 832,00 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: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida del General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28071

Country: Spain

VI.5. Date of dispatch of this notice

29/10/2018