

**Spain-Madrid: Telephone-answering services**  
**OJ S 174/2022 09/09/2022**  
**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: Secretaría General de la Agencia Española de Medicamentos y Productos Sanitarios

National registration number: Q28270231

Postal address: Campezo, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28022

Country: Spain

Contact person: Secretaría General de la Agencia Española de Medicamentos y Productos Sanitarios

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

**Internet address(es):**

Main address: <https://www.aemps.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=XqO%2BFjMho9A%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**

Health

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**Section II: Object**

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

**II.1.1. Title**

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

Reference number: 202222706003

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

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

This contract is divided into lots: no

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

Value excluding VAT: 151 372,80 EUR

## **II.2. Description**

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

79992000 Reception services

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

NUTS code: ES España

Main site or place of performance: Ver apartado 5.4 de la Hoja Resumen del PCAPCampezo  
1. Madrid. 28022

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

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

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

Quality criterion - Name: Capacidades técnicas / Weighting: 10

Quality criterion - Name: Información sobre recursos humanos asignados / Weighting: 14

Quality criterion - Name: Metodología del trabajo / Weighting: 22

Price - Weighting: 54

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

Options: yes

Description of options:

Posibilidad de una prórroga de máximo 12 meses

### **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: [2022/S 094-259881](#)

#### **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:** 2022/22706/003

**Title:**

Servicio de atención telefónica y acogida de visitas de la Agencia Española de Medicamentos y Productos Sanitarios.

A contract/lot is awarded: yes

#### V.2. Award of contract

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

06/09/2022

##### 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: Osventos Innovación en Servicios S.L.

National registration number: B70493275

Postal address: C/ República checa 40

Town: Santiago de Compostela

NUTS code: ES España

Postal code: 15707

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: 188 160,00 EUR

Total value of the contract/lot: 151 372,80 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: Agencia Española de Medicamentos y Productos Sanit

Postal address: Campezo 1

Town: Madrid

Postal code: 28022

Country: Spain

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

##### VI.4.4.

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

Official name: Secretaría General de la Agencia Española de Medic

Postal address: Campezo 1

Town: Madrid

Postal code: 28022

Country: Spain

E-mail: [contratacion@aemps.es](mailto:contratacion@aemps.es)

Telephone: +34 918225178

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

06/09/2022