

**Spain-Madrid: Telephone-answering services**

OJ S 163/2023 25/08/2023

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

---

**I.1. Name and addresses**

Official name: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274

National registration number: G81939217

Postal address: Ramírez de Arellano, 27

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28043

Country: Spain

Contact person: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274

E-mail: [concursosibermutua@ibermutua.es](mailto:concursosibermutua@ibermutua.es)

Telephone: +34 917445171

Fax: +34 915152600

**Internet address(es):**

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

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=kFoMQWn%2BdYkQK2TEfXGy%2BA%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=5927EjM4cZxrSd8H4b2soA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=5927EjM4cZxrSd8H4b2soA%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=kFoMQWn%2BdYkQK2TEfXGy%2BA%3D%3D>

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

Other type: Otras Entidades del Sector Público

**I.5. Main activity**

General public services

**Section II: Object**

---

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

**II.1.1. Title**

Servicio de información y atención a los clientes de Ibermutua mediante soporte telefónico centralizado (Contact Center)  
Reference number: CG-2024/2801/0001

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Soporte telefónico centralizado y correo electrónico durante las 24 horas los 365 días año, y comprende la atención y gestión de las llamadas que lleguen a través de la Línea telefónica de Atención al Cliente de la Mutua, la emisión de llamadas para recabar el nivel de satisfacción de sus clientes (encuestas), reporte diario a IBERMUTUA de los resultados, estructurados en una base de datos actualizada.

**II.1.5. Estimated total value**

Value excluding VAT: 1 505 000,00 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: ES España

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

Soporte telefónico centralizado y correo electrónico durante las 24 horas los 365 días año, y comprende la atención y gestión de las llamadas que lleguen a través de la Línea telefónica de Atención al Cliente de la Mutua, la emisión de llamadas para recabar el nivel de satisfacción de sus clientes (encuestas), reporte diario a IBERMUTUA de los resultados, estructurados en una base de datos actualizada.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Juicios valor / Weighting: 50

Cost criterion - Name: 1.2 Idiomas / Weighting: 2.5

Cost criterion - Name: 1.3 Certificaciones / Weighting: 4.5

Cost criterion - Name: PRECIO / Weighting: 43

**II.2.6. Estimated value**

Value excluding VAT: 1 505 000,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 12

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**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 III: Legal, economic, financial and technical information**

---

### **III.1. Conditions for participation**

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

List and brief description of selection criteria:  
Cifra anual de negocio

#### **III.1.3. Technical and professional ability**

List and brief description of selection criteria:  
- Trabajos realizados

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

Date: 21/09/2023 Local time: 12:00

#### **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: 04/10/2023 Local time: 09:00

Place:

DIRECCIÓN DE CONTRATACIÓN Y GESTIÓN DE DERECHOS PATRIMONIALES

Datos de Dirección:

Calle: C/TORRELAGUNA,64

CP: 28043

Población: MADRID

País: España

Information about authorised persons and opening procedure: Descripción:

## **Section VI: Complementary information**

---

**VI.1. Information about recurrence**

This is a recurrent procurement: no

**VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES  
/IBERMUTU

Postal address: AVENIDA GENERAL PERÓN,38

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  
/IBERMUTUA

Postal address: AVENIDA GENERAL PERÓN,38

Town: MADRID

Postal code: 28020

Country: Spain

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

21/08/2023