

**Spain-Melilla: Telephone operator services**  
**OJ S 166/2023 30/08/2023**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Gerencia de Atención Sanitaria de Melilla - Instituto Nacional de Gestión Sanitaria

National registration number: Q2977002A

Postal address: C/ Remonta, 2

Town: Melilla

NUTS code: ES640 Melilla

Postal code: 52005

Country: Spain

Contact person: Gerencia de Atención Sanitaria de Melilla - Instituto Nacional de Gestión Sanitaria

E-mail: [contpub.ae.melilla@ingesa.sanidad.gob.es](mailto:contpub.ae.melilla@ingesa.sanidad.gob.es)

Telephone: +34 951320753

Fax: +34 952698028

**Internet address(es):**

Main address: <http://www.ingesa.sanidad.gob.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=n%2BtU5Y9ci1o%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=XhQoMIzOBfngL1BHd3qjQA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=XhQoMIzOBfngL1BHd3qjQA%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=n%2BtU5Y9ci1o%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 teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA

Reference number: P.A. 2023-16-GME

### **II.1.2. Main CPV code**

79511000 Telephone operator services

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

Servicio de teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA

### **II.1.5. Estimated total value**

Value excluding VAT: 541 427,20 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: ES640 Melilla

Main site or place of performance: Hospital Comarcal de Melilla. Melilla. 52005

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

Servicio de teleoperadores para el centro coordinador de urgencias y emergencias sanitarias de la Gerencia de Atención Sanitaria del INGESA

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

Criteria below

Quality criterion - Name: Plan básico de calidad / Weighting: 10

Quality criterion - Name: Plan de formación / Weighting: 10

Quality criterion - Name: Proyecto organizativo del servicio / Weighting: 10

Cost criterion - Name: Adscripción de un mayor número de teleoperadores al servicio / Weighting: 10

Cost criterion - Name: Precio / Weighting: 60

### **II.2.6. Estimated value**

Value excluding VAT: 541 427,20 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Preaviso en prórrogas con dos meses de antelación a la finalización del contrato o prórroga anterior

### **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**

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

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Capacidad de obrar

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

Selection criteria as stated in the procurement documents

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

List and brief description of selection criteria:

- Maquinaria, material y equipo técnico para la ejecución del contrato

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Consideraciones de tipo social. Descripción: El licitador tiene la obligación de exigir esta condición especial de ejecución a los subcontratistas que participen en la ejecución del contrato

Sometimiento del contratista a la normativa de protección de datos. Descripción: El contratista debe de someterse a la normativa nacional y de la Unión europea en materia de protección de datos

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

Date: 24/09/2023 Local time: 23:59

#### **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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 09/10/2023 Local time: 10:00

Place:

Hospital Comarcal de Melilla

Datos de Dirección:

Calle: Remonta, 2

CP: 52005

Población: Melilla

País: España

Information about authorised persons and opening procedure: Descripción:

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: no

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

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Hospital Comarcal de Melilla

Postal address: Remonta, 2

Town: Melilla

Postal code: 52005

Country: Spain

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

Official name: Hospital Comarcal de Melilla

Postal address: Remonta, nº 2

Town: Melilla

Postal code: 52005

Country: Spain

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

25/08/2023