

**Spain-Seville: Customer-care services**  
**OJ S 213/2019 05/11/2019**  
**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: Corporación de Empresas Municipales de Sevilla, A. I. E.

Postal address: C/ Sol, 12 (entrada por c/ Escuelas Pías, 1)

Town: Sevilla

NUTS code: ES618 Sevilla

Postal code: 41003

Country: Spain

Contact person: Secretaría CEMS, A. I. E.

E-mail: [info@desevilla.org](mailto:info@desevilla.org)

Telephone: +34 955477367

Fax: +34 955477541

**Internet address(es):**

Main address: <http://www.desevilla.org>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink%3AperfilContratante&idBp=k7RM7iVEhIPnSoTX3z%2F7wA%3D%3D>

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

Other type: Corporación de Empresas Municipales de Sevilla, A. I. E.

**I.5. Main activity**

Other activity: Servicios municipales

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**Section II: Object**

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

**II.1.1. Title**

Servicio presencial en puntos de atención al ciudadano/cliente para las sociedades mercantiles locales y metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla, CEMS

Reference number: 12/18

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio presencial en puntos de atención al ciudadano/cliente para las sociedades mercantiles locales y metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla.

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 2 686 555,18 EUR

**II.2. Description**

**II.2.3. Place of performance**

NUTS code: ES618 Sevilla

Main site or place of performance: Sevilla.

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

Contratación del servicio presencial en puntos de atención al ciudadano/cliente para las sociedades mercantiles locales y metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla, CEMS.

**II.2.5. Award criteria**

Cost criterion - Name: Máxima valoración económica / Weighting: 40

Cost criterion - Name: Máxima valoración cualitativa / Weighting: 60

**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**

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**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: [2018/S 212-487342](#)

**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:** 1

**Title:**

Contratación del servicio presencial en puntos de atención al ciudadano/cliente para las sociedades mercantiles locales y metropolitanas integradas en la Corporación de Empresas Municipales de Sevilla, CEMS

A contract/lot is awarded: yes

### V.2. Award of contract

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

26/04/2019

#### V.2.2. Information about tenders

Number of tenders received: 7

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

#### V.2.3. Name and address of the contractor

Official name: Atech BPO, S. L.

National registration number: B86308202

Postal address: C/ Marie Curie, 2

Town: Sevilla

NUTS code: ES618 Sevilla

Postal code: 41092

Country: Spain

E-mail: [AAT\\_Licitaciones@ayesa.com](mailto:AAT_Licitaciones@ayesa.com)

Telephone: +34 955043600

Fax: +34 955043601

The contractor is an SME: no

#### V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 2 686 555,18 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: Tribunal Administrativo de Recursos Contractuales del Ayuntamiento de Sevilla (TARCAS)

Postal address: Plaza de San Sebastián, 1

Town: Sevilla

Postal code: 41004

Country: Spain

E-mail: [tribunal.recursos@sevilla.org](mailto:tribunal.recursos@sevilla.org)

Internet address: <http://www.sevilla.org/ayuntamiento/areas/area-de-hacienda-y-administracion-publica/servicio-de-contratacion>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

15 días hábiles.

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

04/11/2019