

**Spain-Madrid: Customer-care services**  
**OJ S 220/2020 11/11/2020**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Consejería de Economía, Empleo y Competitividad

National registration number: S7800001E

Postal address: C/ Alcalá, 4

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Consejería de Economía, Empleo y Competitividad

E-mail: [contratem@madrid.org](mailto:contratem@madrid.org)

Telephone: +34 917208023

Fax: +34 917208066

**Internet address(es):**

Main address: <http://www.comunidad.madrid>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.madrid.org/contratospublicos>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://gestion6.madrid.org/nx02\\_licita](https://gestion6.madrid.org/nx02_licita)

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

Regional or local authority

**I.5. Main activity**

General public services

---

**Section II: Object**

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

**II.1.1. Title**

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites

Reference number: 241M/008-20 (A/SER-028947/2020)

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3.**

## **Type of contract**

Services

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

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites.

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

Value excluding VAT: 3 111 196,77 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: ES30 Comunidad de Madrid

Main site or place of performance: Comunidad de Madrid.

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

Gestión de flujos de acceso, información y formación sobre el uso de la tecnología para la realización de trámites.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

Value excluding VAT: 3 111 196,77 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Según se indica en el apartado 18 de la cláusula 1 del Pliego de Cláusulas Administrativas Particulares.

### **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**

Selection criteria as stated in the procurement documents

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

Selection criteria as stated in the procurement documents

## **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: [2020/S 185-446656](#)

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

Date: 30/11/2020

#### **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: 2 (from the date stated for receipt of tender)

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

Date: 10/12/2020 Local time: 09:30

Place:

Debido a las medidas de distanciamiento social para paliar las consecuencias del COVID-19, y de conformidad con el artículo 157 de la Ley 9/2017, de 8/11, de Contratos del Sector Público, por la que se transponen al ordenamiento jurídico español las Directivas del Parlamento Europeo y del Consejo 2014/23/UE y 2014/24/UE, de 26.2.2014, las mesas de apertura de ofertas no tendrán carácter público.

## **Section VI: Complementary information**

---

### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

El resultado de la apertura de ofertas será publicado en el Portal de la Contratación Pública de la Comunidad de Madrid.

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Postal address: Plaza de Chamberí, 8  
Town: Madrid  
Postal code: 28010  
Country: Spain

**VI.4.2. Body responsible for mediation procedures**

Official name: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid  
Postal address: Plaza de Chamberí, 8  
Town: Madrid  
Postal code: 28010  
Country: Spain

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

Official name: Área de Contratación de la Consejería de Economía, Empleo y Competitividad  
Postal address: C/ Alcalá, 4  
Town: Madrid  
Postal code: 28014  
Country: Spain  
E-mail: [contratem@madrid.org](mailto:contratem@madrid.org)  
Telephone: +34 917208023  
Fax: +34 917208066

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

06/11/2020