

**Spain-Palma de Mallorca: Customer-care services**  
**OJ S 197/2022 12/10/2022**  
**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: Serveis Ferroviaris de Mallorca

National registration number: Q5750006H

Postal address: Passatge Cala Figuera, 8

Town: Palma de Mallorca

NUTS code: ES532 Mallorca

Postal code: 07009

Country: Spain

E-mail: [mserralta@trensfm.com](mailto:mserralta@trensfm.com)

Telephone: +34 871930000

**Internet address(es):**

Main address: <http://contrataciondelestado.es>

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

Regional or local agency/office

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

1ª Prorroga contrato de servicios de asistencia al viajero, supervisión y manejo de instalaciones de Serveis Ferroviaris de Mallorca

Reference number: 1PR 12/20 G426/2022

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

1ª Prorroga contrato de servicios de asistencia al viajero, supervisión y manejo de instalaciones de Serveis Ferroviaris de Mallorca

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 208 232,50 EUR

#### **II.2. Description**

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

NUTS code: ES532 Mallorca

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

1ª Prorroga contrato de servicios de asistencia al viajero, supervisión y manejo de instalaciones de Serveis Ferroviaris de Mallorca

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

Price

##### **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 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: yes

##### **IV.2. Administrative information**

###### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2020/S 250-625715](#)

###### **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:** 1PR 12/20 G426/2022

**Title:**

1ª Prorroga contrato de servicios de asistencia al viajero, supervisión y manejo de instalaciones de Serveis Ferroviaris de Mallorca

A contract/lot is awarded: yes

## **V.2. Award of contract**

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

05/10/2022

### **V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

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

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

Official name: Grusamar Ingeniería y Consulting, S. A. U

National registration number: B83341933

Postal address: C/ San Severo, 18 (Parque Empresarial Barajas Park)

Town: MADRID

NUTS code: ES300 Madrid

Postal code: 28042

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: 208 232,50 EUR

Total value of the contract/lot: 208 232,50 EUR

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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

El plazo de la presente prórroga es de 1 año con efectos a partir del día 24 de diciembre 2022 y finalizando el 23 de diciembre de 2023.

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

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

Official name: Tribunal Administrativo General de Recursos Contractuales

Town: Madrid

Country: Spain

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

07/10/2022