

Spain-Madrid: Telephone-answering services

OJ S 248/2018 26/12/2018

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Junta de Contratación del Ministerio de Educación, Cultura y Deporte

National registration number: S2818001F

Postal address: Plaza del Rey, 1

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28004

Country: Spain

Contact person: Junta de Contratación del Ministerio de Educación, Cultura y Deporte

E-mail: junta.contratacion@mecd.es

Telephone: +34 917017085

Fax: +34 915230166

Internet address(es):Main address: <https://contrataciondelestado.es>Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6rasW6NUHj8QK2TEfXGy%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=1BV6bRjiByoSugstABGr5A%3D%3D[detalle_licitacion&idEvl=1BV6bRjiByoSugstABGr5A%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=1BV6bRjiByoSugstABGr5A%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:](https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6rasW6NUHj8QK2TEfXGy%2BA%3D%3D)[perfilContratante&idBp=6rasW6NUHj8QK2TEfXGy%2BA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6rasW6NUHj8QK2TEfXGy%2BA%3D%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

Education

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención multicanal sobre temas educativos en el Ministerio de Educación y Formación Profesional.

II.1.5. Estimated total value

Value excluding VAT: 1 265 965,18 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: ES300 Madrid

II.2.4. Description of the procurement

Servicio de atención multicanal sobre temas educativos en el Ministerio de Educación y Formación Profesional.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Oferta técnica / Weighting: 50

Price - Weighting: 50

II.2.6. Estimated value

Value excluding VAT: 1 265 965,18 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.1.1. 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,
- no prohibición para contratar.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Cifra anual de negocio. Descripción: según punto 6 1 del Anexo I del PCAP.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Trabajos realizados. Descripción: según punto 6 2 del Anexo I del PCAP.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Eliminar desigualdades entre el hombre y la mujer. Descripción: fomento de la igualdad entre mujeres y hombres en el mercado laboral, la empresa adjudicataria presentará anualmente un informe con las medidas de fomento el respecto.

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: 28/01/2019 Local time: 17:30

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: 06/03/2019 Local time: 11:00

Place:

Ministerio de Educación y Formación Profesional.

Datos de dirección:

- calle: Los Madrazo, 15-17, 1ª planta, sala 112,
- código postal: 28014,
- población: Madrid,
- país: ESPAÑA.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28071

Country: Spain

VI.5. Date of dispatch of this notice

21/12/2018