

**Spain-Madrid: Customer Relation Management software package**

OJ S 210/2022 31/10/2022

Contract notice

Supplies

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

National registration number: Q2861001B

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28040

Country: Spain

Contact person: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

E-mail: [contratacion@muface.es](mailto:contratacion@muface.es)

Telephone: +34 912739830

Fax: +34 912739643

**Internet address(es):**

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

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=%2BDmHtVPaLal%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=bibH0nf1VUSrz3GQd5r6SQ%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=bibH0nf1VUSrz3GQd5r6SQ%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=%2BDmHtVPaLal%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**

Social protection

**Section II: Object**

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

### **II.1.1. Title**

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutualidad General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

Reference number: 106/2023

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

48445000 Customer Relation Management software package

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

Supplies

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

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutualidad General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

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

Value excluding VAT: 255 000,00 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

Main site or place of performance: Los servicios serán prestados preferentemente en las instalaciones del adjudicatario pudiendo realizar tareas de forma presencial en las oficinas de MUFACE siempre que se considere necesario y se acuerde entre las partes. .

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

El objeto del contrato es el suministro de una suscripción de 81 licencias del producto de software SALESFORCE CRM Enterprise Edition destinadas a la Mutualidad General de Funcionarios Civiles del Estado (MUFACE) y la dotación del servicio de soporte técnico. (23008)

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

Criteria below

Price

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

Value excluding VAT: 255 000,00 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:

Podrá ser prorrogado de forma expresa antes de la finalización de aquel, sin que la duración del contrato, incluidas las prórrogas, exceda de 36 meses.

### **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

Preferencia para empresas con trabajadores con discapacidad

Titulos habilitantes: Anexo 2. Grupo empresarial

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

List and brief description of selection criteria:

Cifra anual de negocio

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

List and brief description of selection criteria:

- Otros

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

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

Consideraciones de tipo social. Descripción: La empresa adjudicataria deberá realizar, como mínimo, una acción al año de sensibilización y formación en materia de igualdad y conciliación, debiendo participar al menos, los miembros del equipo de trabajo adscritos a la ejecución del contrato

### **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: 28/11/2022 Local time: 08:00

**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: 12/12/2022 Local time: 10:00

Place:

Muface

Datos de Dirección:

Calle:

CP:

Población:

País:

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 ordering will be used

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: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

Postal code: 28040

Country: Spain

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

Official name: Secretaría General de la Mutualidad de Funcionarios Civiles del Estado (MUFACE)

Postal address: Paseo de Juan XXIII, 26

Town: Madrid

Postal code: 28040

Country: Spain

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

27/10/2022