

**Spain-Madrid: Customer services**  
**OJ S 232/2021 30/11/2021**  
**Contract notice**  
**Services**

**Legal Basis:**  
Directive 2014/24/EU

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## Section I: Contracting authority

### I.1. Name and addresses

Official name: Gerencia UMIVALE Mutua Colaboradora con la Seguridad Social N° 15  
National registration number: G96236443  
Postal address: Calle del Poeta Joan Maragall, 31  
Town: Madrid  
NUTS code: ES300 Madrid  
Postal code: 28020  
Country: Spain  
Contact person: Gerencia UMIVALE Mutua Colaboradora con la Seguridad Social N° 15  
E-mail: [contrataciones@umivale.es](mailto:contrataciones@umivale.es)  
Telephone: +034 914188364  
Fax: +034 915564904

#### Internet address(es):

Main address: <https://umivale.es/conocenos/licitaciones>  
Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=zGucAGrHI9k%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=n5crxD8ipQ6iEJrVRqloyA%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=n5crxD8ipQ6iEJrVRqloyA%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=zGucAGrHI9k%3D>

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

Other type: Otras Entidades del Sector Público

### I.5. Main activity

Health

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## Section II: Object

### II.1. Scope of the procurement

#### II.1.1. Title

Servicio de Call Center para la Recogida y Gestión de las llamadas telefónicas de 30 Direcciones Territoriales de umivale  
Reference number: SER-21-0387-SAC

**II.1.2. Main CPV code**

79342300 Customer services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicio de Call Center para la Recogida y Gestión de las llamadas telefónicas de 30 Direcciones Territoriales de umivale

**II.1.5. Estimated total value**

Value excluding VAT: 874 445,10 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: ES523 Valencia/València

Main site or place of performance: Quart de Poblet. .

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

Servicio de Call Center para la Recogida y Gestión de las llamadas telefónicas de 30 Direcciones Territoriales de umivale

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Cobertura funcional y tecnológica / Weighting: 15.00

Quality criterion - Name: Equipo trabajo técnico / Weighting: 10.00

Quality criterion - Name: Metodología de ejecución del proyecto / Weighting: 20.00

Quality criterion - Name: Puestos en instalaciones contratista / Weighting: 10.00

Price - Weighting: 45.00

**II.2.6. Estimated value**

Value excluding VAT: 874 445,10 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: yes

Description of options:

Dos posibles prórrogas de 12 meses de duración cada una

**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

No prohibición para contratar

No estar incurso en incompatibilidades

Cumplimiento con las obligaciones con la Seguridad Social

Cumplimiento con las obligaciones tributarias

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

List and brief description of selection criteria:

Seguro de indemnización

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

List and brief description of selection criteria:

- Trabajos realizados

- Técnicos o unidades técnicas

## **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: 29/12/2021 Local time: 14:00

#### **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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

#### **IV.2.7.**

**Conditions for opening of tenders**

Date: 20/01/2022 Local time: 16:09

Place:

Sede univale en Madrid

Datos de Dirección:

Calle: Calle Poeta Joan Margal, N°31

CP: 28020

Población: Madrid

País: España

**Section VI: Complementary information**

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**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: Gerencia UMIVALE Mutua Colaboradora con la Seguridad Social N° 15

Postal address: Calle Poeta Joan Margal, N°31

Town: Madrid

Postal code: 28020

Country: Spain

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

25/11/2021