

**Spain-Madrid: Customer-care services**  
**OJ S 196/2023 11/10/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Consejo de Administración del Patrimonio Nacional

National registration number: S2801002C

Postal address: Bailén

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28071

Country: Spain

Contact person: Consejo de Administración del Patrimonio Nacional

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

Telephone: +34 914548817

Fax: +34 914548801

**Internet address(es):**

Main address: <http://www.patrimonionacional.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=XwGANSzOU3E%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**

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

Servicio de atención al visitante de la Galería de las Colecciones Reales

Reference number: 202355PA0069

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

SERVICIO DE ATENCIÓN AL VISITANTE DE LA GALERÍA DE LAS COLECCIONES REALES

#### **II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 994 710,87 EUR

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

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

NUTS code: ES300 Madrid

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

SERVICIO DE ATENCIÓN AL VISITANTE DE LA GALERÍA DE LAS COLECCIONES REALES

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

Cost criterion - Name: Conocimiento de Lengua de Signos Española / Weighting: 15

Cost criterion - Name: Nivel de idiomas acreditado / Weighting: 30

Cost criterion - Name: Plan de Formación / Weighting: 10

Cost criterion - Name: Oferta económica / Weighting: 45

#### **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: [2023/S 062-182870](#)

##### **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:** 202355PA0069

**Title:**

Servicio de atención al visitante de la Galería de las Colecciones Reales

A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

19/09/2023

**V.2.2. Information about tenders**

Number of tenders received: 13

Number of tenders received from SMEs: 2

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

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

Official name: ESATUR XXI S.L.

National registration number: B53874145

Postal address: C/Arzobispo Loaces, 3

Town: Alicante

NUTS code: ES España

Postal code: 03003

Country: Spain

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 1 244 166,19 EUR

Total value of the contract/lot: 994 710,87 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avda. General Perón, 38, 8ª planta

Town: Madrid

Postal code: 28071

Country: Spain

E-mail: [tribunal\\_recursos.contratos@hacienda.gob.es](mailto:tribunal_recursos.contratos@hacienda.gob.es)

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

06/10/2023