

**Spain-Pamplona: Telephone-answering services**  
**OJ S 214/2022 07/11/2022**  
**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: Gerencia de Mutua Navarra, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social 21

National registration number: G31033533

Postal address: Polígono Landaben c/f, nº 4

Town: Pamplona

NUTS code: ES220 Navarra

Postal code: 31012

Country: Spain

Contact person: Gerencia de Mutua Navarra, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social 21

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

Telephone: +34 948194400

Fax: +34 948210168

**Internet address(es):**

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

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Fk1Fu9zWPTM%3D>

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

Body governed by public law

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra

Reference number: 22/047

**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 y gestión de llamadas telefónicas de Mutua Navarra

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

This contract is divided into lots: no

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

Value excluding VAT: 120 054,60 EUR

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

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

NUTS code: ES220 Navarra

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

Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra

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

Quality criterion - Name: Plan Calidad del Empleo / Weighting: 3

Quality criterion - Name: Plan Calidad Servicio / Weighting: 20

Quality criterion - Name: Plan de contingencia / Weighting: 20

Quality criterion - Name: Plan implantación / Weighting: 10

Quality criterion - Name: Plan medioambiental / Weighting: 2

Price - 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: no

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

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

Notice number in the OJ S: [2022/S 126-358841](#)

##### **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:** CT/22/047

**Title:**

Servicio de atención y gestión de llamadas telefónicas de Mutua Navarra

A contract/lot is awarded: yes

**V.2. Award of contract**

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

24/10/2022

**V.2.2. Information about tenders**

Number of tenders received: 6

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: SERVICIOS INTEGRALES DE ATENCION AL CLIENTE Y VENTAS XUPERA XXI S.A.

National registration number: A48982961

Postal address: RIO ALZANIA, 23

Town: PAMPLONA

NUTS code: ES España

Postal code: 31006

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: 144 000,00 EUR

Total value of the contract/lot: 120 054,60 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: Sede Mutua Navarra Landaben

Postal address: Poligono Landaben Calle F, 4

Town: Pamplona

Postal code: 31012

Country: Spain

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

Telephone: +34 948194400

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

02/11/2022