

Spain-Madrid: Office-support services
OJ S 216/2022 09/11/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fundación Colección Thyssen Bornemisza

National registration number: G79015251

Postal address: P del Prado 8

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Fundación Colección Thyssen Bornemisza

E-mail: licitaciones@museothyssen.org

Telephone: +34 914203944

Fax: +34 914202780

Internet address(es):

Main address: <http://www.museothyssen.org>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=EkhvTjo2PAY%3D>

I.4. Type of the contracting authority

Other type: Otras Entidades del Sector Público

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicios de atención al visitante (atención e información multicanal y servicio de venta y reserva de entradas por teléfono)

Reference number: MNTB22-423

II.1.2. Main CPV code

79500000 Office-support services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicios de atención al visitante (atención e información multicanal y servicio de venta y reserva de entradas por teléfono)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 68 980,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: ES300 Madrid

II.2.4. Description of the procurement

Servicios de atención al visitante (atención e información multicanal y servicio de venta y reserva de entradas por teléfono)

II.2.5. Award criteria

Quality criterion - Name: Criterio subjetivos / Weighting: 47

Cost criterion - Name: A) Compromiso máximo de tiempo de resolución de incidencias técnicas / Weighting: 3

Cost criterion - Name: B) Compromiso máximo tiempo de respuesta / Weighting: 3

Cost criterion - Name: C) Conocimiento idiomas / Weighting: 3

Cost criterion - Name: D) Compromiso de prestación del servicio / Weighting: 3

Cost criterion - Name: E) Acreditación de una experiencia comercial / Weighting: 5

Cost criterion - Name: F) Compromiso de adscribir al menos a un miembro del personal / Weighting: 4

Cost criterion - Name: Mejoras objetivas sin coste adicional / Weighting: 2

Cost criterion - Name: Oferta Económica / Weighting: 30

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

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 152-435138](#)

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

Contract No: MNTB22-423

Title:

Servicios de atención al visitante (atención e información multicanal y servicio de venta y reserva de entradas por teléfono)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

02/11/2022

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

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

V.2.3. Name and address of the contractor

Official name: SICOMORO SERVICIOS INTEGRALES S.L.

National registration number: B99020547

Postal address: Camino del Vado, 21

Town: ZAragoza

NUTS code: ES243 Zaragoza

Postal code: 50014

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: 80 000,00 EUR

Total value of the contract/lot: 68 980,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: FUNDACIÓN COLECCIÓN THYSSEN-BORNEMISZA

Postal address: Marqués de Cubas, 21

Town: Madrid

Postal code: 28014

Country: Spain

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

Official name: FUNDACIÓN COLECCIÓN THYSSEN-BORNEMISZA, F.S.P.

Postal address: MARQUÉS DE CUBAS, 21

Town: MADRID

Postal code: 28004

Country: Spain

VI.5. Date of dispatch of this notice

04/11/2022