

Spain-Madrid: Telephone-answering services
OJ S 208/2023 27/10/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

National registration number: G82287228

Postal address: Plaza Cánovas del Castillo 3

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

E-mail: licitaciones@fraternidad.com

Telephone: +34 913608700

Internet address(es):

Main address: <http://www.fraternidad.com>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=InZnMU1DDuA%3D>

I.4. Type of the contracting authority

Other type: Otras Entidades del Sector Público

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDAD-MUPRESPA.

Reference number: PIC2023_30000

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDAD-MUPRESPA.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 545 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

60000000 Transport services (excl. Waste transport), 79511000 Telephone operator services, 79512000 Call centre, 85140000 Miscellaneous health services, 85143000 Ambulance services, 85312300 Guidance and counselling services

II.2.3. Place of performance

NUTS code: ES España

II.2.4. Description of the procurement

Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDAD-MUPRESPA.

II.2.5. Award criteria

Cost criterion - Name: PROYECTO DE SERVICIO Y CALIDAD / Weighting: 52

Cost criterion - Name: OFERTA ECONÓMICA / Weighting: 48

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 119-373818](#)

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: sin número

Title:

Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDAD-MUPRESPA.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/10/2023

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

V.2.3. Name and address of the contractor

Official name: Teladoc Health International S.A.U

National registration number: A62103999

Postal address: Via Augusta 252 2ª Planta

Town: Barcelona

NUTS code: ES511 Barcelona

Postal code: 08017

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: 545 000,00 EUR

Total value of the contract/lot: 545 000,00 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: Fraternidad-Muprespa

Postal address: San Agustín, 10

Town: Madrid

Postal code: 28014

Country: Spain

E-mail: licitaciones@fraternidad.com

Telephone: +34 913608700

Internet address: <https://www.fraternidad.com/>

VI.5. Date of dispatch of this notice

23/10/2023