

Spain-Pamplona: Customer Relation Management software package
OJ S 208/2023 27/10/2023
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Servicios de la Comarca de Pamplona , S.A.

National registration number: A31118441

Postal address: 31002

Town: Pamplona

NUTS code: ES220 Navarra

Country: Spain

Contact person: Mónica Eneterreaga Echepare

E-mail: contratacion@mcp.es

Telephone: +34 948423140

Internet address(es):

Main address: <http://sedeelectronica.mcp.es/>

I.4. Type of the contracting authority

Other type: Entidad Pública

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

SSuministro Solución de Contact Center. Expediente 2022/SCON-ASU/000034

Reference number: 2022/SCON-ASU/000034

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Supplies

II.1.4. Short description

Suministro, implantación, mantenimiento y evolución de una solución contact center como plataforma integral omnicanal de atención al ciudadano. A modo resumen comprende las siguientes prestaciones:

1. Suministro solución de atención presencial
2. Suministro solución de atención telefónico y telemático
3. Implantación solución contact center
4. Mantenimiento y Evolución solución contact center

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 351 010,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: ES220 Navarra

II.2.4. Description of the procurement

Suministro, implantación, mantenimiento y evolución de una solución contact center como plataforma integral omnicanal de atención al ciudadano. A modo resumen comprende las siguientes prestaciones:

1. Suministro solución de atención presencial
2. Suministro solución de atención telefónico y telemático
3. Implantación solución contact center
4. Mantenimiento y Evolución solución contact center

II.2.5. Award criteria

Quality criterion - Name: Criterios Sociales / Weighting: 10

Quality criterion - Name: Criterios sujetos a la aplicación de juicios de valor / Weighting: 50

Price - Weighting: 40

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 231-666640](#)

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

Title:

SSuministro Solución de Contact Center. Expediente 2022/SCON-ASU/000034

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/03/2023

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Telefónica Soluciones de Informática y Comunicaciones de España, S.A.

National registration number: A78053147

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28050

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: 351 010,00 EUR

Total value of the contract/lot: 251 521,92 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: Tribunal Administrativo de Contratos de Navarra

Town: Pamplona

Country: Spain

VI.5. Date of dispatch of this notice

24/10/2023