

Spain-Madrid: Call centre
OJ S 209/2023 30/10/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Instituto Cervantes

National registration number: Q2812007-I

Postal address: C/ Alcalá, 49

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

E-mail: contratacion@cervantes.es

Telephone: +34 914367666

Fax: +34 914367714

Internet address(es):

Main address: www.cervantes.es

Address of the buyer profile: https://www.cervantes.es/sobre_instituto_cervantes/perfil_de_contratante.htm

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://contrataciondelestado.es/wps/portal/plataforma>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Contratación de una bolsa de 30.950 horas en servicios de atención a los usuarios/clientes del Instituto Cervantes en todo lo relacionado con la comercialización de sus productos y ser
Reference number: G-2023/09-0038

II.1.2. Main CPV code

79512000 Call centre

II.1.3.

Type of contract

Services

II.1.4. Short description

Contratación de una bolsa de 30.950 horas en servicios de atención a los usuarios/clientes del Instituto Cervantes en todo lo relacionado con la comercialización de sus productos y servicios (CAU).

II.1.5. Estimated total value

Value excluding VAT: 2 359 017,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ES España

Main site or place of performance: Los servicios se prestarán desde las dependencias del adjudicatario, que no obstante deberá acudir a la Sede Central del Instituto Cervantes de Madrid cuando se le comunique.

II.2.4. Description of the procurement

Contratación de una bolsa de 30.950 horas en servicios de atención a los usuarios/clientes del Instituto Cervantes en todo lo relacionado con la comercialización de sus productos y servicios (CAU). Más información en los pliegos de la licitación.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 2 359 017,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser prorrogado por plazos anuales o inferiores a un año, hasta un máximo de TREINTA Y SEIS (36) meses (adicionales a los veinticuatro meses de duración inicial).

II.2.10. Information about variants

Variants will be accepted: no

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 119-374847](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 15/11/2023 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Spanish

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 16/11/2023 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Instituto Cervantes

Town: Madrid

Postal code: 28014

Country: Spain

E-mail: contratacion@cervantes.es

Internet address: www.cervantes.es

VI.5. Date of dispatch of this notice

25/10/2023