

Spain-Santander: Call centre
OJ S 212/2023 03/11/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Servicio Cántabro de Salud
National registration number: Q3900738J
Postal address: Avda. Cardenal herrera Oria, s/n
Town: Santander
NUTS code: ES13 Cantabria
Postal code: 39011
Country: Spain
Contact person: Servicio Cántabro de Salud
E-mail: contratacion.dg@scsalud.es
Telephone: +34 942202769
Fax: +34 942202639

Internet address(es):

Main address: <http://www.scsalud.es>
Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6%2FheLO3y75IQK2TEfXGy%2BA%3D%3D>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=4jwh7aLw72U2wEhQbcAqug%3D%3D

Additional information can be obtained from the abovementioned address

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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=6%2FheLO3y75IQK2TEfXGy%2BA%3D%3D>

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicio de teleoperación del Centro Coordinador de Urgencias Sanitarias-061 de la Gerencia de Atención Primaria del Servicio Cántabro de Salud.

Reference number: GAP 2023/08

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de teleoperación del centro coordinador de urgencias sanitarias- 061 de la Gerencia de Atención Primaria del Servicio Cántabro de Salud.

II.1.5. Estimated total value

Value excluding VAT: 3 126 694,56 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services, 79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: ES España

Main site or place of performance: Centro Coordinador de Urgencias de la Gerencia de Atención Primaria del Servicio Cántabro de Salud, ubicado en el Centro de Salud La Montaña (1ª planta), C/Rosalía de Castro s/n. 39011, Peñacastillo, Santander. Rosalía de Castro, s/n. Peñacastillo, Santander. 39011

II.2.4. Description of the procurement

Servicio de teleoperación del centro coordinador de urgencias sanitarias- 061 de la Gerencia de Atención Primaria del Servicio Cántabro de Salud.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Criterios de la oferta NO evaluable mediante fórmulas / Weighting: 38

Cost criterion - Name: Otros criterios evaluables mediante fórmulas / Weighting: 12

Cost criterion - Name: Oferta económica / Weighting: 50

II.2.6. Estimated value

Value excluding VAT: 3 126 694,56 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:

2 prórrogas de hasta 12 meses cada una de ellas.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:
Capacidad de obrar

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

List and brief description of selection criteria:
- Otros

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

Date: 11/12/2023 Local time: 14:00

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.2.7. Conditions for opening of tenders

Date: 13/12/2023 Local time: 09:00

Place:

2ª planta SCS

Datos de Dirección:

Calle: Avda. Cardenal Herrera Oria s/n

CP: 39011

Población: Santander

País: España

Information about authorised persons and opening procedure: Descripción:

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avda General Perón 38 - 8 P

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: tribunal_recursos.contratos@minhafp.es

Internet address: <http://tribunalcontratos.gob.es>

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

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avda General Perón 38 - 8 P

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: tribunal_recursos.contratos@minhafp.es

Internet address: <http://tribunalcontratos.gob.es>

VI.5. Date of dispatch of this notice

30/10/2023