

Spain-Madrid: Computer support services
OJ S 217/2023 10/11/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Banco de España

National registration number: Q2802472G

Postal address: Alcalá, 48

Town: Madrid

NUTS code: ES300 Madrid

Postal code: 28014

Country: Spain

Contact person: Banco de España

E-mail: contratacion@bde.es

Internet address(es):

Main address: <http://www.bde.es>

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=AAOeCRmvUWmXQV0WE7IYPw%3D%3D>

I.4. Type of the contracting authority

Other type: Otras Entidades del Sector Público

I.5. Main activity

Economic and financial affairs

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Prestación del servicio de Centro de Atención a Usuarios y Centralita del BdE

Reference number: 22/04437

II.1.2. Main CPV code

72610000 Computer support services

II.1.3. Type of contract

Services

II.1.4. Short description

Prestación del servicio de Centro de Atención a Usuarios y Centralita del BdE

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 293 558,08 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 79342320 Customer-care services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: ES30 Comunidad de Madrid

II.2.4. Description of the procurement

Prestación del servicio de Centro de Atención a Usuarios y Centralita del BdE

II.2.5. Award criteria

Quality criterion - Name: Adecuación funcional y técnica / Weighting: 10

Quality criterion - Name: Composición del equipo asignado al Servicio / Weighting: 10

Quality criterion - Name: Conocimientos y experiencia / Weighting: 20

Quality criterion - Name: Organización y funcionamiento del Servicio / Weighting: 10

Price - Weighting: 50

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: [2023/S 021-059633](#)

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: 2023C360000060

Title:

Prestación del servicio de Centro de Atención a Usuarios y Centralita del BdE

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

06/11/2023

V.2.2. Information about tenders

Number of tenders received: 5

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: INDRA GESTIÓN DE USUARIOS, S.L.U.

National registration number: B09932898

Town: Madrid

NUTS code: ES3 Comunidad de Madrid

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: 3 500 000,00 EUR

Total value of the contract/lot: 3 293 558,08 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 Central de Recursos Contractuales

Postal address: Avda. General Perón, 38

Town: Madrid

Postal code: 28020

Country: Spain

VI.5. Date of dispatch of this notice

07/11/2023