

**Spain-Barcelona: Customer-care services**  
**OJ S 16/2021 25/01/2021**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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## Section I: Contracting authority

### I.1. Name and addresses

Official name: Ayuntamiento de Barcelona, Dirección de Servicios de Gestión Económica de la Gerencia de Recursos

Postal address: Plaça Sant Miquel, 4-5, entresuelo, edificio Nuevo

Town: Barcelona

NUTS code: ES511 Barcelona

Postal code: 08002

Country: Spain

E-mail: [aescalantec@bcn.cat](mailto:aescalantec@bcn.cat)

Telephone: +34 934027487

Fax: +34 934023298

**Internet address(es):**

Main address: [www.bcn.cat/perfildecontractant](http://www.bcn.cat/perfildecontractant)

Address of the buyer profile: [www.bcn.cat/perfildecontractant](http://www.bcn.cat/perfildecontractant)

### I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.bcn.cat/perfildecontractant](http://www.bcn.cat/perfildecontractant)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://licitacions.bcn.cat/>

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://licitacions.bcn.cat/>

### I.4. Type of the contracting authority

Regional or local agency/office

### I.5. Main activity

General public services

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## Section II: Object

### II.1. Scope of the procurement

#### II.1.1. Title

Contratación de los servicios de atención e información a la ciudadanía en la oficina multiservicios de atención ciudadana (OMAC) y en la oficina de atención a las empresas (OAE)

Reference number: 001/20003655

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

El contrato tiene por objeto la prestación de los servicios de atención e información a la ciudadanía en la oficina multiservicios de atención ciudadana (OMAC) y en la oficina de atención a las empresas (OAE).

**II.1.5. Estimated total value**

Value excluding VAT: 19 147 225,30 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: ES511 Barcelona

**II.2.4. Description of the procurement**

El contrato tiene por finalidad seleccionar la empresa encargada de llevar a cabo los servicios de atención e información a la ciudadanía en la oficina multiservicios de atención ciudadana (OMAC) y en la oficina de atención a las empresas (OAE) del Ayuntamiento de Barcelona según las indicaciones previstas en los Pliegos de Prescripciones Técnicas.

**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: 19 147 225,30 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser renovado hasta dos anualidades más.

**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**

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### **III.1. Conditions for participation**

#### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Las indicadas en los pliegos.

## **Section IV: Procedure**

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### **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: [2020/S 220-540373](#)

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

Date: 04/02/2021 Local time: 13:00

#### **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**

Catalan, Spanish

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

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 08/02/2021 Local time: 10:00

Place:

Oportunamente se comunicará a los licitadores fecha, lugar y hora para la apertura de plicas.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

La licitación del nuevo contrato se iniciará durante el último año de vigencia del contrato o de la última prórroga en su caso.

**VI.2. Information about electronic workflows**

Electronic invoicing will be accepted

Electronic payment will be used

**VI.3. Additional information**

A este contrato se podrá aplicar lo previsto en el 29.4 de la LCSP en el sentido de prorrogar su vigencia si al vencimiento no se hubiera formalizado el nuevo contrato siempre que se den las condiciones previstas en dicho artículo.

**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Ver información en los pliegos.

**VI.5. Date of dispatch of this notice**

20/01/2021