

**Spain-Terrassa: Telephone operator services**  
**OJ S 21/2024 30/01/2024**  
**Contract award 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 Terrassa

National registration number: P0827900B

Postal address: Plaza Didó, 5

Town: Terrassa

NUTS code: ES511 Barcelona

Postal code: 08221

Country: Spain

E-mail: [contractacio@terrassa.cat](mailto:contractacio@terrassa.cat)

Telephone: +34 937397000

**Internet address(es):**

Main address: <https://contractaciopublica.gencat.cat/perfil/terrassa>

Address of the buyer profile: <https://contractaciopublica.gencat.cat/perfil/terrassa>

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

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

ECAS-2847/2020: Servicios de operador de telecomunicaciones para la prestación del servicio 010 del Ayuntamiento de Terrassa

Reference number: ECAS-2847/2020

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servicios de operador de telecomunicaciones necesarios para canalizar las llamadas ciudadanas de ámbito municipal al 010 hacia los sistemas de atención telefónica del Ayuntamiento y velar por facilitar el acceso al servicio de los ciudadanos clientes de otros operadores de telecomunicaciones, estableciendo los acuerdos de servicio y configuraciones técnicas adecuadas

### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 461 472,00 EUR

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: ES511 Barcelona

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

Servicios de operador de telecomunicaciones necesarios para canalizar las llamadas ciudadanas de ámbito municipal al 010 hacia los sistemas de atención telefónica del Ayuntamiento y velar por facilitar el acceso al servicio de los ciudadanos clientes de otros operadores de telecomunicaciones, estableciendo los acuerdos de servicio y configuraciones técnicas adecuadas

### **II.2.5. Award criteria**

Quality criterion - Name: Plan de explotación / Weighting: 4

Quality criterion - Name: Configuración del servicio / Weighting: 2

Quality criterion - Name: Plan de implantación / Weighting: 2

Quality criterion - Name: Plan de calidad / Weighting: 2

Price - Weighting: 90

### **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**

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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: no

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2022/S 126-358883](#)

#### **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

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**Contract No:** 1

**Title:**

ECAS-2847/2020: Servicios de operador de telecomunicaciones para la prestación del servicio 010 del Ayuntamiento de Terrassa

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

24/01/2024

#### V.2.2. Information about tenders

Number of tenders received: 3

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

#### V.2.3. Name and address of the contractor

Official name: Vodafone España SAU

National registration number: A80907397

Town: Madrid

NUTS code: ES300 Madrid

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: 461 472,00 EUR

Total value of the contract/lot: 209 760,00 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Tribunal Català de Contractes del Sector Públic (TCCSP)

Postal address: Via Laietana, 14

Town: Barcelona

Postal code: 08003

Country: Spain

#### VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

De conformidad con el artículo 50 de la LCSP

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

25/01/2024