

131080-2026 - Competition

Spain – Call centre – SERVICIOS DE ACTUALIZACIÓN, MIGRACIÓN DE DATOS Y MANTENIMIENTO DEL SOFTWARE MICROSOFT DYNAMICS 365 BUSINESS CENTRAL PARA EL PARC SANITARI PERE VIRGILI

OJ S 39/2026 25/02/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Parc Sanitari Pere Virgili (Dep. Contractació)

Email: contractacio@perevirgili.cat

Legal type of the buyer: Public undertaking

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: SERVICIOS DE ACTUALIZACIÓN, MIGRACIÓN DE DATOS Y MANTENIMIENTO DEL SOFTWARE MICROSOFT DYNAMICS 365 BUSINESS CENTRAL PARA EL PARC SANITARI PERE VIRGILI

Description: El objeto de contrato incluye la contratación de un servicio a la nube de una plataforma de Central de Llamadas y que dé servicio en los centros de atención primaria y , los servicios de valoración EVO y SEVAD, Admisiones y Consultas Externas (EAIA) y otras de forma homogénea.

Procedure identifier: a456c1eb-92ae-4482-96d4-06c25d779554

Internal identifier: PLATAFORMA CENTRAL DE LLAMADAS EN MODALIDAD SOFTWARE POR EL PARC SANITARI PERE VIRGILI

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Corruption: Ver pliego administrativo

5. Lot

5.1. Lot: LOT-0002

Title: PLATAFORMA CENTRAL DE LLAMADAS EN MODALIDAD SOFTWARE POR EL PARC SANITARI PERE VIRGILI

Description: El objeto de contrato incluye la contratación de un servicio a la nube de una plataforma de Central de Llamadas y que dé servicio en los centros de atención primaria y , los servicios de valoración EVO y SEVAD, Admisiones y Consultas Externas (EAIA) y otras de forma homogénea.

Internal identifier: 25/285

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72227000 Software integration consultancy services

Additional classification (cpv): 34110000 Passenger cars

5.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

5.1.3. Estimated duration

Duration: 4 Years

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Specific yearly turnover

Description of selection criterion: Solvencia economica y tècnica. Ver cuadro de características

5.1.11. Procurement documents

Address of the procurement documents: <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Languages in which tenders or requests to participate may be submitted: Catalan

Electronic catalogue: Allowed

Deadline for receipt of tenders: 07/04/2026 15:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Parc Sanitari Pere Virgili - Departamento de Compras i Contratación

Review organisation: Tribunal Català de Contractes del Sector Públic

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Tribunal Català de Contractes del Sector Públic

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: Parc Sanitari Pere Virgili

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: Parc Sanitari Pere Virgili (Dep. Contractació)

Organisation providing additional information about the procurement procedure: Parc Sanitari Pere Virgili - Departamento de Compras i Contratación

Organisation providing offline access to the procurement documents: Parc Sanitari Pere Virgili - Departamento de Compras i Contratación

Organisation providing more information on the review procedures: Tribunal Català de Contractes del Sector Públic - Tribunal Català de Contractes del Sector Públic

Organisation receiving requests to participate: Parc Sanitari Pere Virgili

Organisation processing tenders: Parc Sanitari Pere Virgili (Dep. Contractació) - Parc Sanitari Pere Virgili (Dep. Contractació)

8. Organisations

8.1. ORG-0001

Official name: Parc Sanitari Pere Virgili

Registration number: S0800012G

Department: Parc Sanitari Pere Virgili

Postal address: Esteve Terradas 30

Town: Barcelona

Postcode: 08023

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Contact point: Departamento de Compras i Contratación

Email: contractacio@perevirgili.cat

Telephone: 932594025

Fax: 932594026

Internet address: <https://perevirgili.gencat.cat/ca/inici>

Information exchange endpoint (URL): <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Other contact points:

Official name: Departamento de Compras i Contratación

Department: Departamento de Compras i Contratación
Postal address: Esteve Terradas 30
Town: Barcelona
Postcode: 08023
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Contact point: Departamento de Compras i Contratación
Email: contractacio@perevirgili.cat
Telephone: 932594025
Fax: 932594026
Internet address: <https://perevirgili.gencat.cat/ca/inici>
Information exchange endpoint (URL): <https://contractaciopublica.cat/ca/perfils-contractant/detall/205580?categoria=0>

Roles of this organisation:

Procurement service provider
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Mediation organisation
Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

8.1. ORG-0002

Official name: Tribunal Català de Contractes del Sector Públic
Registration number: TCCSP
Department: Tribunal Català de Contractes del Sector Públic
Postal address: Carrer del Foc 57, Edifici A, 2a planta, 08038 Barcelona
Town: Barcelona
Postcode: 08038
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Contact point: TCCSP
Email: info@tccsp.com
Telephone: 938842038
Fax: 938842039
Internet address: <https://contractacio.gencat.cat/ca/contacte/tccsp/>
Information exchange endpoint (URL): <https://contractacio.gencat.cat/ca/contacte/tccsp/>

Other contact points:

Official name: Tribunal Català de Contractes del Sector Públic
Department: Departamento de Compras i Contratación
Postal address: Carrer del Foc 57, Edifici A, 2a planta, 08038 Barcelona
Town: Barcelona
Postcode: 08038
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Contact point: Tribunal Català de Contractes del Sector Públic
Email: info@tccsp.com
Telephone: 938842038
Fax: 938842039
Internet address: <https://perevirgili.gencat.cat/ca/inici>

Information exchange endpoint (URL): <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

8.1. ORG-0003

Official name: Parc Sanitari Pere Virgili (Dep. Contractació)

Registration number: Dep. Contractació

Department: Dep. Contractació

Postal address: Esteve Terrades 30

Town: Barcelona

Postcode: 08023

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Contact point: Dep. Contractació

Email: contractacio@perevirgili.cat

Telephone: 932594025

Fax: 932594025

Internet address: www.perevirgili.cat

Information exchange endpoint (URL): <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Buyer profile: <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Other contact points:

Official name: Parc Sanitari Pere Virgili (Dep. Contractació)

Department: Departamento de Compras i Contratación

Postal address: Esteve Terradas 30

Town: Barcelona

Postcode: 08023

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Contact point: Departamento de Compras i Contratación

Email: contractacio@perevirgili.cat

Telephone: 932594025

Fax: 932594026

Internet address: <https://perevirgili.gencat.cat/ca/inici>

Information exchange endpoint (URL): <https://contractaciopublica.cat/ca/perfiles-contractant/detall/205580?categoria=0>

Roles of this organisation:

Buyer

Organisation processing tenders

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg
Postcode: 2417
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: ted@publications.europa.eu
Telephone: +352 29291
Internet address: <https://op.europa.eu>
Roles of this organisation:
TED eSender

Notice information

Notice identifier/version: 7e2ca820-87fa-4deb-a1b6-c432ab563289 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 24/02/2026 07:56:59 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Spanish
Notice publication number: 131080-2026
OJ S issue number: 39/2026
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