

Spain-Barcelona: Customer-care services
OJ S 83/2020 28/04/2020
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Transports de Barcelona, S. A.
National registration number: A-08016081
Postal address: C/ 60, 21-23, sector A, Polígono Industrial Zona Franca
Town: Barcelona
NUTS code: ES511 Barcelona
Postal code: 08040
Country: Spain
Contact person: Lucía Torregrosa
E-mail: ltorregrosa@tmb.cat
Telephone: +34 932987000
Fax: +34 932987300
Internet address(es):
Main address: www.tmb.cat
Address of the buyer profile: www.tmb.cat

I.1. Name and addresses

Official name: Ferrocarril Metropolità de Barcelona, S. A.
National registration number: A-08005795
Postal address: C/ 60, 21-23, sector A, Polígono Industrial Zona Franca
Town: Barcelona
NUTS code: ES511 Barcelona
Postal code: 08040
Country: Spain
Contact person: Lucía Torregrosa
E-mail: ltorregrosa@tmb.cat
Telephone: +34 932987000
Fax: +34 932987300
Internet address(es):
Main address: www.tmb.cat
Address of the buyer profile: www.tmb.cat

I.2. Information about joint procurement

The contract involves joint procurement

I.6. Main activity

Recreation, culture and religion

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servicio call center no residentes
Reference number: 15009466

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Servicio de atención multicanal de productos y servicios de ocio y refuerzo de atención digital.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 224 553,70 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ES511 Barcelona
Main site or place of performance: Barcelona y área metropolitana.

II.2.4. Description of the procurement

Servicio de atención multicanal de productos y servicios de ocio y refuerzo de atención digital.

II.2.5. Award criteria

Price

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: yes

IV.2. Administrative information

IV.2.1.

Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 074-176569](#)

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 periodic indicative notice

Section V: Award of contract

Contract No: 15009466

Title:

Servicio call center no residentes

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/10/2019

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Gureak Marketing, S. L. U.

Town: Donostia

NUTS code: ES212 Gipuzkoa

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 224 553,70 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

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

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

VI.5. Date of dispatch of this notice

27/04/2020