

262550-2026 - Result

Spain – Telephone operator services – Servicio de Fem-ho Fácil, de apoyo a la ciudadanía en las relaciones con su ente local de referencia en los ámbitos de la tramitación digital, transparencia y derecho de acceso a la información pública

OJ S 75/2026 17/04/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: DIPUTACIÓN DE BARCELONA

Email: ocplp.publicitat@diba.cat

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de Fem-ho Fácil, de apoyo a la ciudadanía en las relaciones con su ente local de referencia en los ámbitos de la tramitación digital, transparencia y derecho de acceso a la información pública

Description: Servicio de Fem-ho Fácil, de apoyo a la ciudadanía en las relaciones con su ente local de referencia en los ámbitos de la tramitación digital, transparencia y derecho de acceso a la información pública

Procedure identifier: 53649f50-cf1f-4163-a913-1d4075172f7e

Previous notice: 799436-2025

Internal identifier: 2024/0037334

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 72610000 Computer support services

2.1.2. Place of performance

Postal address: C/ Zamora, 73, 1ª planta Edifici Bogatell

Town: Barcelona

Postcode: 08018

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Additional information: 511

2.1.3. Value

Estimated value excluding VAT: 674 205,08 EUR

2.1.4. General information

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: Servicio de Fem-ho Fácil, de apoyo a la ciudadanía en las relaciones con su ente local de referencia en los ámbitos de la tramitación digital, transparencia y derecho de acceso a la información pública

Description: Servicio de Fem-ho Fácil, de apoyo a la ciudadanía en las relaciones con su ente local de referencia en los ámbitos de la tramitación digital, transparencia y derecho de acceso a la información pública

Internal identifier: 2024/0037334

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Additional classification (cpv): 72610000 Computer support services

5.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.5. Value

Estimated value excluding VAT: 674 205,08 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

Additional information: Este presupuesto es un importe anual y se desglosa en una parte fija y una parte variable formulada en términos de precios unitarios

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Propuesta técnica de la prestación del servicio

Criterion:

Type: Price

Description: Precio

Description of the method to be used if weighting cannot be expressed by criteria: Ver cláusula 1.11) del Pliego de Cláusulas Administrativas Particulares

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

Review organisation: Tribunal Catalán de Contratos del Sector Público

Information about review deadlines: Si quiere impugnar esta resolución, que pone fin a la vía administrativa, se podrá interponer recurso contencioso administrativo en el Juzgado Contencioso Administrativo de Barcelona, en el plazo de dos meses a contar desde el día siguiente al de la recepción de su notificación. Alternativamente y de forma potestativa, se puede interponer recurso especial en materia de contratación ante el Tribunal Catalán de Contratos del Sector Público en el plazo de quince días hábiles a contar desde el día siguiente al de la remisión de su notificación. La fecha de remisión es la que consta en el registro de salida.

Organisation providing additional information about the procurement procedure: DIPUTACIÓN DE BARCELONA

Organisation providing offline access to the procurement documents: DIPUTACIÓN DE BARCELONA

6. Results

Value of all contracts awarded in this notice: 163 048,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: ADTENDE, SL

Tender:

Tender identifier: ADTENDE, SL

Identifier of lot or group of lots: LOT-0001

Value of the tender: 163 048,00 EUR

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 2024/0037334

Date on which the winner was chosen: 13/03/2026

Date of the conclusion of the contract: 13/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: DIPUTACIÓN DE BARCELONA
Registration number: P0800000B
Department: Gabinete de Innovación, Integridad y Transformación Digital Local
Postal address: CALLE ZAMORA, NÚMERO 73, PLANTA 1 EDIFICI BOGATELL
Town: BARCELONA
Postcode: 08018
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Email: ocplp.publicitat@diba.cat
Telephone: +34 934022564
Fax: +34 934020647

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Tribunal Catalán de Contratos del Sector Público
Registration number: A09021959
Postal address: Carrer del Foc, 57
Town: Barcelona
Postcode: 08038
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Email: tcssp@gencat.cat
Telephone: +34 938842038

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: ADTENDE, SL
Size of the economic operator: Small
Registration number: B67503920
Postal address: Gresol, 2
Town: Esparreguera
Postcode: 08292
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

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: 63ac85e9-ed30-4c7b-a00f-e57d343a8348 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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