

Spain-Barcelona: Customer-care services
OJ S 102/2021 28/05/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Barcelona de Serveis Municipals, S. A.

National registration number: A08765919

Postal address: C/ Calàbria 66

Town: Barcelona

NUTS code: ES España

Postal code: 08015

Country: Spain

E-mail: ajcc@bsmsa.cat

Telephone: +34 938875020

Fax: +34 934092366

Internet address(es):

Main address: <http://contractaciopublica.gencat.cat/perfil/BSM/customProf>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://contractaciopublica.gencat.cat/perfil/BSM/customProf>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://seucontractacio.bsmsa.cat/licitacion>

I.4. Type of the contracting authority

Other type: Poder adjudicador no Administración Pública

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Implantación y uso de la centralita virtual o sistema de Cloud Contact Center, su mantenimiento y la contratación de servicios de Contact Center para la división de Atención al Cliente de BSM

Reference number: 2021AT0173AC

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3.

Type of contract

Services

II.1.4. Short description

Servicio de implantación y uso de la centralita virtual o sistema de Cloud Contact Center, su mantenimiento y la contratación de servicios de Contact Center, para la división de Atención al Cliente de Barcelona de Serveis Municipals, S. A., Parc d'Atraccions del Tibidabo, S. A. y Cementiris de Barcelona, S. A.

II.1.5. Estimated total value

Value excluding VAT: 6 188 510,56 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

Servicio de implantación y uso de la centralita virtual o sistema de Cloud Contact Center, su mantenimiento y la contratación de servicios de Contact Center, para la división de Atención al Cliente de Barcelona de Serveis Municipals, S. A., Parc d'Atraccions del Tibidabo, S. A. y Cementiris de Barcelona, S. A.

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

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:

Una vez finalizado el contrato este se podrá prorrogar por un máximo de dos (2) años, renovables anualmente.

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 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: no

IV.2. Administrative information**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 02/07/2021 Local time: 10:00

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.2.7. Conditions for opening of tenders

Date: 02/07/2021 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal Catala de Contractes

Postal address: Via Laietana, 14

Town: Barcelona

Postal code: 08002

Country: Spain

VI.5. Date of dispatch of this notice

25/05/2021