

Spain-Barcelona: Customer-care services
OJ S 128/2021 06/07/2021
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

Acuerdo Marco de selección de empresas para servicios de auxiliares de información y atención al cliente y otros servicios complementarios a la actividad de BSM y empresas participadas

Reference number: 2021CO0256AC

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3.

Type of contract

Services

II.1.4. Short description

Contratación de un Acuerdo Marco de selección de empresas para cubrir las necesidades de soporte mediante auxiliares de atención al cliente y otros servicios complementarios a la actividad de Barcelona de Serveis Municipals, S. A. y empresas participadas que se adhieran.

II.1.5. Estimated total value

Value excluding VAT: 22 074 431,41 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

Contratación de un Acuerdo Marco de selección de empresas para cubrir las necesidades de soporte mediante auxiliares de atención al cliente y otros servicios complementarios a la actividad de Barcelona de Serveis Municipals, S. A. y empresas participadas que se adhieran.

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

Value excluding VAT: 22 074 431,41 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Ver Pliego de Cláusulas Particulares.

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

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

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: [2021/S 045-111635](#)

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 02/08/2021 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: 02/08/2021 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 Català de Contractes

Postal address: Vía Laietana, 14

Town: Barcelona

Postal code: 08002

Country: Spain

VI.5. Date of dispatch of this notice

01/07/2021