

425944-2026 - Competition

Spain – Helpdesk and support services – Servicio de centralita telefónica y asistencia técnica a la Administración Electrónica

OJ S 118/2026 22/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ajuntament de Manlleu - Junta Govern Local

Email: ajuntament@manlleu.cat

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de centralita telefónica y asistencia técnica a la Administración Electrónica

Description: El objeto de este contrato es el servicio de centralita telefónica y asistencia técnica a la Administración Electrónica con la finalidad de dar apoyo a la ciudadanía

Procedure identifier: b8511bef-4b81-470f-87ef-8b517e932725

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Additional information: Manlleu

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de centralita telefónica y asistencia técnica a la Administración Electrónica

Description: El objeto de este contrato es el servicio de centralita telefónica y asistencia técnica a la Administración Electrónica con la finalidad de dar apoyo a la ciudadanía

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

5.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Additional information: Manlleu

5.1.3. Estimated duration

Duration: 1 Year

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): no

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: <https://contractaciopublica.cat/ca/perfiles-contractant/detall/100000088>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://contractaciopublica.cat/ca/perfiles-contractant/detall/100000088>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 20/07/2026 23:59:00 (UTC+01:00) Central European Time, Western 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: Allowed

Electronic ordering will be used: no

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

Review organisation: Tribunal Català de Contractes del Sector Públic

Information about review deadlines: El previsto en la cláusula 4 del PCAP.

8. Organisations

8.1. ORG-0001

Official name: Ajuntament de Manlleu - Junta Govern Local

Registration number: 100000088

Postal address: Fra Bernadí

Town: No consta

Postcode: 08560

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: ajuntament@manlleu.cat

Telephone: 938506666

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Tribunal Català de Contractes del Sector Públic

Registration number: 999999999

Postal address: del Foc

Town: No consta

Postcode: 08038

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: tccsp@gencat.cat

Telephone: 933162000

Internet address: <https://contractacio.gencat.cat/ca/contacte/tccsp/>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 2636469a-ee03-43a1-a0c1-28fb77f7988d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 19/06/2026 12:42:00 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 425944-2026

OJ S issue number: 118/2026

Publication date: 22/06/2026