

457254-2026 - Competition

Spain – Customer Relation Management software development services – 26000064

OJ S 126/2026 03/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Instituto Municipal de Informática de Barcelona

Email: imi_gestio_contractacio@bcn.cat

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: 26000064

Description: Servicios integrales de definición estratégica, diseño funcional y técnico, configuración, desarrollo a medida (minimizando estos casos), parametrización, integración, pruebas, despliegue, implantación, formación, gestión del cambio, soporte técnico, estabilización (correctivo, mantenimiento adaptativo, preventivo y evolutivo) y evolución continuada de una solución CRM integral basada en la plataforma Salesfor Public Sector Solution, para a la gestión de servicios de Vivienda del Ayuntamiento de Barcelona, con medidas de contratación pública sostenible.

Procedure identifier: a7dc9cf5-3b48-4dff-98dd-c2ee01339742

Previous notice: 77315-2026

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 72266000 Software consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Additional information: Barcelona

2.1.3. Value

Estimated value excluding VAT: 3 490 404,05 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: 26000064

Description: Servicios integrales de definición estratégica, diseño funcional y técnico, configuración, desarrollo a medida (minimizando estos casos), parametrización, integración, pruebas, despliegue, implantación, formación, gestión del cambio, soporte técnico, estabilización (correctivo, mantenimiento adaptativo, preventivo y evolutivo) y evolución continuada de una solución CRM integral basada en la plataforma Salesforce Public Sector Solution, para a la gestión de servicios de Vivienda del Ayuntamiento de Barcelona, con medidas de contratación pública sostenible

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212445 Customer Relation Management software development services

Additional classification (cpv): 72266000 Software consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

5.1.3. Estimated duration

Duration: 29 Months

5.1.5. Value

Estimated value excluding VAT: 3 490 404,05 EUR

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Deadline for requesting additional information: 29/07/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://licitacions.bcn.cat/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://licitacions.bcn.cat/>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 03/08/2026 13:00:00 (UTC+02:00) Eastern European Time, Central 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: Required

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

Organisation providing additional information about the procurement procedure: Instituto Municipal de Informática de Barcelona

Organisation providing more information on the review procedures: Tribunal Català de Contractes del Sector Públic

8. Organisations

8.1. ORG-0001

Official name: Instituto Municipal de Informática de Barcelona

Registration number: P5801908D

Postal address: c/ Tànger, 98, Ed. Interface, 12a pl.

Town: Barcelona

Postcode: 08018

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: imi_gestio_contractacio@bcn.cat

Telephone: +34 932918100

Fax: +34 932918261

Internet address: http://contractaciopublica.gencat.cat/perfil/BCN_IMI/customProf

Buyer profile: <https://contractaciopublica.cat>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Tribunal Català de Contractes del Sector Públic

Registration number: S0811001G

Postal address: Via Laietana 14

Town: Barcelona

Postcode: 08003

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: imi_gestio_contractacio@bcn.cat

Telephone: +34 938876200

Fax: +34 932681125

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

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

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