

559542-2026 - Competition

Spain – Call centre – Servicios de atención telefónica para atender las necesidades del centro coordinador de emergencias 092 de la Policía Municipal de Girona

OJ S 154/2026 12/08/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: AJUNTAMENT DE GIRONA

Email: contractaciocompres@ajgirona.cat

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicios de atención telefónica para atender las necesidades del centro coordinador de emergencias 092 de la Policía Municipal de Girona

Description: El objeto del contrato es la prestación del Servicio de Atención Telefónica para atender las demandas y gestión del Centro Coordinador de Emergencias de Girona 092, situado en las dependencias municipales de la Policía Municipal ubicadas en la calle Bernat Bacià 4.

Procedure identifier: bbced1a1-c27f-409d-ba16-62bb4b1d3358

Internal identifier: 2026043068

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Town: Girona

Country subdivision (NUTS): Girona (ES512)

Country: Spain

Additional information: Girona

2.1.3. Value

Estimated value excluding VAT: 1 324 617,58 EUR

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-0001

Title: 2026043068

Description: El objeto del contrato es la prestación del Servicio de Atención Telefónica para atender las demandas y gestión del Centro Coordinador de Emergencias de Girona 092, situado en las dependencias municipales de la Policía Municipal ubicadas en la calle Bernat Bacià 4.

Internal identifier: 2026043068

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Girona (ES512)

Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

5.1.5. Value

Estimated value excluding VAT: 1 324 617,58 EUR

5.1.6. General information

This is a recurrent procurement

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

5.1.10. Award criteria

Criterion:

Type: Price

Description: Oferta económica

Category of award weight criterion: Weight (points, exact)

Award criterion number: 60

Criterion:

Type: Quality

Description: Incorporación de gestores/as telefónicos/cas con conocimiento de inglés en caso de sustitución

Category of award weight criterion: Weight (points, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Organización y recursos destinados al servicio

Category of award weight criterion: Weight (points, exact)

Award criterion number: 15

Criterion:

Type: Quality

Description: Mejora de las condiciones laborales y sociales del personal destinado en el contrato

Category of award weight criterion: Weight (points, exact)

Award criterion number: 15

5.1.11. Procurement documents

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

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

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

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

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 14/09/2026 14:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 21/09/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Girona

Additional information: Apertura sobre 2: 28/09/2026 14:00h; Apertura sobre 3: 09/10/2026 14:00h

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: yes

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 Catalán de Contratos del Sector Público

Information about review deadlines: Contra la presente resolución, puede interponer recurso contencioso administrativo ante el Juzgado Contencioso Administrativo de Girona, en el plazo de dos meses contados desde el día siguiente al de su publicación. Alternativamente y de forma potestativa, puede interponer el recurso especial en materia de contratación a que se refiere el artículo 44 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público ante el Tribunal Catalán de Contratos del Sector Público, adscrito al Departamento de la Presidencia de la Generalitat de Catalunya y situado en la Via Laietana, núm. 14, 5ª, de Barcelona, en el plazo de quince días hábiles contados a partir del siguiente a aquel en que se publique.

Organisation providing additional information about the procurement procedure:
AJUNTAMENT DE GIRONA
Organisation providing more information on the review procedures: Tribunal Catalán de Contratos del Sector Público
Organisation receiving requests to participate: AJUNTAMENT DE GIRONA
Organisation processing tenders: AJUNTAMENT DE GIRONA

8. Organisations

8.1. ORG-0001

Official name: AJUNTAMENT DE GIRONA
Registration number: P1708500B
Postal address: Plaza del Vi, 1
Town: Girona
Postcode: 17004
Country subdivision (NUTS): Girona (ES512)
Country: Spain
Contact point: Servicio de Contratación y Compras
Email: contractacioicompres@ajgirona.cat
Telephone: +34 972419021
Fax: +34 972419495
Internet address: http://seu.girona.cat/portal/girona_ca/contractant

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation receiving requests to participate
Organisation processing tenders

8.1. ORG-0002

Official name: Tribunal Catalán de Contratos del Sector Público
Registration number: Tribunal Catalán de Contratos del Sector Público
Postal address: Via Laietana, núm. 14, 5ª
Town: Barcelona
Postcode: 08003
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Email: tccsp@gencat.cat
Telephone: +34 935676300

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

Notice identifier/version: baa67ba9-f0fd-457c-8c66-3e98b18384b4 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 11/08/2026 10:08:18 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Spanish

Notice publication number: 559542-2026

OJ S issue number: 154/2026

Publication date: 12/08/2026