

Spain-Barcelona: Customer-care services

OJ S 180/2023 19/09/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CONSORCI D'EDUCACIÓ DE BARCELONA

Postal address: PLAZA URQUINAONA, 6, PLANTA 1

Town: BARCELONA

NUTS code: ES511 Barcelona

Postal code: 08010

Country: Spain

E-mail: acoll2.ceb@gencat.cat

Telephone: +34 935511000-6840

Internet address(es):

Main address: <https://contractaciopublica.gencat.cat/perfil/CEB>

I.3. Communication

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

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via:

<https://contractaciopublica.gencat.cat/perfil/CEB>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Consorci d'Educació de Barcelona

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

CEB-2024-3 Servicio de atención al teléfono de centralita del Consorci d'Educació de Barcelona y también al de emergencias psicosociales y soporte en las tareas administrativas y de atención

Reference number: CEB-2024-3

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

CEB-2024-3 Servicio de atención al teléfono de centralita del Consorci d'Educació de Barcelona y también al de emergencias psicosociales y soporte en las tareas administrativas y de atención

II.1.5. Estimated total value

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

CEB-2024-3 Servicio de atención al teléfono de centralita del Consorci d'Educació de Barcelona y también al de emergencias psicosociales y soporte en las tareas administrativas y de atención

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

Start: 01/01/2024 End: 31/12/2025

This contract is subject to renewal: yes

Description of renewals:

la vigencia del presente contrato podrá prorrogarse una vegz, or 12 meses.

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: 13/10/2023 Local time: 23:59

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: 18/10/2023 Local time: 09:00

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 del Sector Públic

Town: Barcelona

Country: Spain

VI.5. Date of dispatch of this notice

14/09/2023