

Spain-Barcelona: Call centre
OJ S 224/2023 21/11/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ayuntamiento de Barcelona. Dirección de Servicios de Gestión Económica de la Gerencia de Recursos

Postal address: Pl. Sant Miquel, 4-5, planta 5a. Edifici Novíssim

Town: Barcelona

NUTS code: ES511 Barcelona

Postal code: 08002

Country: Spain

E-mail: aescalantec@bcn.cat

Telephone: +34 934027487

Fax: +34 934023298

Internet address(es):

Main address: www.bcn.cat/perfildecontractant

Address of the buyer profile: www.bcn.cat/perfildecontractant

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.bcn.cat/perfildecontractant

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://licitacions.bcn.cat>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Servicios de información y tramitación a los ciudadanos que se dirigen al Ayuntamiento de Barcelona a través de los diferentes canales de atención ciudadana prestados online y en diferido

Reference number: 001_23002864

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

El objeto del contrato es la prestación de los servicios de información y tramitación a los ciudadanos que se dirigen al Ayuntamiento de Barcelona a través de los diferentes canales de atención ciudadana prestados online y en diferido (teléfono, Internet, correo electrónico, chat y redes sociales)

II.1.5. Estimated total value

Value excluding VAT: 50 173 703,69 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

El objeto del contrato es la prestación de los servicios de información y tramitación a los ciudadanos que se dirigen al Ayuntamiento de Barcelona a través de los diferentes canales de atención ciudadana prestados online y en diferido (teléfono, Internet, correo electrónico, chat y redes sociales)

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: 50 173 703,69 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

El contrato podrá ser prorrogado por 24 meses adicionales

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

En el pliego se incluyen las condiciones de ejecución del contrato, al menos una de ellas de carácter social.

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 144-458115](#)

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

Date: 01/12/2023 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 02/12/2023 Local time: 10:00

Place:

Oportunamente se indicará lugar, fecha y hora para la apertura de ofertas

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

La licitación del contrato que ha de sustituir el presente se iniciará con carácter previo a la finalización del presente

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Ver información en los pliegos

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal Catalán de Contratos del Sector Público

Town: Barcelona

Country: Spain

VI.5. Date of dispatch of this notice

16/11/2023