

Spain-Barcelona: Customer-care services
OJ S 248/2023 26/12/2023
Contract award 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.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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 656 888,00 EUR

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

Quality criterion - Name: 3 / Weighting: 40

Price - Weighting: 60

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 180-562293](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

20/12/2023

V.2.2. Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: MAGMACULTURA, SL

Town: Barcelona

NUTS code: ES511 Barcelona

Country: Spain

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 645 917,97 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

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

21/12/2023