

**Spain-Madrid: Software maintenance and repair services**  
**OJ S 35/2021 19/02/2021**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: RENFE Viajeros, S. M. E., S. A.

National registration number: A86868189

Postal address: Avenida Ciudad de Barcelona, 6, 2.<sup>a</sup> planta

Town: Madrid

NUTS code: ES España

Postal code: 28007

Country: Spain

E-mail: [ealonso@renfe.es](mailto:ealonso@renfe.es)

Telephone: +34 661301795

Fax: +34 915066304

**Internet address(es):**

Main address: [www.renfe.es](http://www.renfe.es)

Address of the buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=KcT5%2Ffq6IMQK2TEfXGy%2BA%3D%3D>

**I.6. Main activity**

Railway services

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**Section II: Object**

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

**II.1.1. Title**

Renovación y regularización del mantenimiento y soporte de licencias Oracle para el sistema de clientes CRM

Reference number: 2019-01340

**II.1.2. Main CPV code**

72267000 Software maintenance and repair services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Renovación y regularización del mantenimiento y soporte de licencias Oracle para el sistema de clientes CRM.

**II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 1 143 009,47 EUR

#### **II.2. Description**

##### **II.2.3. Place of performance**

NUTS code: ES España

##### **II.2.4. Description of the procurement**

Renovación y regularización del mantenimiento y soporte de licencias Oracle para el sistema de clientes CRM.

##### **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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

Razones técnicas o derechos exclusivos.

##### **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.2.8. Information about termination of dynamic purchasing system**

##### **IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice**

### **Section V: Award of contract**

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**Contract No:** 4500035452

**Title:**

Renovación y regularización del mantenimiento y soporte de licencias Oracle para el sistema de clientes CRM

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

20/11/2020

### **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: Oracle Ibérica, S. R. L.

Town: Madrid

NUTS code: ES España

Country: Spain

The contractor is an SME: no

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

Total value of the contract/lot: 1 143 009,47 EUR

### **V.2.5. Information about subcontracting**

### **V.2.6. Price paid for bargain purchases**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Postal address: Avenida General Perón, 38, 8.ª planta

Town: Madrid

Postal code: 28020

Country: Spain

E-mail: [tribunal\\_recursos.contratos@minhap.es](mailto:tribunal_recursos.contratos@minhap.es)

Telephone: +34 913491446/47/51

Fax: +34 913491441

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Artículo 119, Real Decreto Ley 3/2020.

### **VI.5. Date of dispatch of this notice**

15/02/2021