

102226-2026 - Result

Spain – Software development services – prj_127097 - S - ICT - ES - Ad. Directa Adquisición licencias Genesys Portugal
OJ S 30/2026 12/02/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal
Email: aida.campillo@enel.com
Legal type of the buyer: Entity with special or exclusive rights
Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: prj_127097 - S - ICT - ES - Ad. Directa Adquisición licencias Genesys Portugal
Description: Ad. Directa Adquisición licencias Genesys Portugal
Procedure identifier: 44f391df-d486-4660-ae30-c4b3b5706a1f
Previous notice: 206469-2025
Internal identifier: prj_127097 - S - ICT - ES - Ad. Directa Adquisición licencias Genesys Portugal
Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72262000 Software development services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)
Country: Spain

2.1.4. General information

Legal basis:
Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0001

Title: Ad. Directa Adquisición licencias Genesys Portugal
Description: Ad. Directa Adquisición licencias Genesys Portugal
Internal identifier: Genesys Cloud CX-Genesys Cloud Services B.V-JA10185597

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72262000 Software development services

5.1.2. Place of performance

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Price

Description: Técnico económica

Description of the method to be used if weighting cannot be expressed by criteria: Técnico económica

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: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal

Information about review deadlines: Según legislación vigente

Organisation providing additional information about the procurement procedure: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal

Organisation signing the contract: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal

6. Results

Value of all contracts awarded in this notice: 494 987,40 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Genesys Cloud Services BV

Tender:

Tender identifier: Oferta recibida en la prj_127097 por el proveedor Genesys Cloud Services B. V.

Identifier of lot or group of lots: LOT-0001

Value of the tender: 494 987,40 EUR

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: JA10185597

Date of the conclusion of the contract: 30/01/2026

Organisation signing the contract: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Endesa, S. A. y todas las sociedades y establecimientos permanentes del Grupo ENEL radicados en España y Portugal

Registration number: A28023430

Department: Procurement

Postal address: Ribera del Loira, 60

Town: Madrid

Postcode: 28042

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Correo electrónico del comprador

Email: aida.campillo@enel.com

Telephone: 692307838

Internet address: www.endesa.com

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

Organisation signing the contract

8.1. ORG-0003

Official name: Genesys Cloud Services BV

Size of the economic operator: Small

Registration number: 808186838B01

Department: Procurement

Postal address: Prins Bernhardplein

Town: Noord-Holland

Postcode: 1097 JB

Country subdivision (NUTS): Groot-Amsterdam (NL32B)

Country: Netherlands

Contact point: Correo electrónico del comprador

Email: email@nottopublish.com

Telephone: 11111111

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

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: 4de3c584-0893-43d6-b0a3-1aed0e5b4861 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
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