

124097-2026 - Result

Spain – Telephone-answering services – Contrato para la prestación del servicio de atención al usuario por canales remotos para la EPE Agua de Valladolid.

OJ S 37/2026 23/02/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

Email: contratacion@aquavall.es

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

Activity of the contracting entity: Water-related activities

2. Procedure

2.1. Procedure

Title: Contrato para la prestación del servicio de atención al usuario por canales remotos para la EPE Agua de Valladolid.

Description: Contrato para la prestación del servicio de atención al usuario por canales remotos para la EPE Agua de Valladolid.

Procedure identifier: 8837d1bb-83f3-46c9-960d-d3002aebc6af

Previous notice: d2a58ebe-929a-44c6-926a-65231677e480-01

Internal identifier: EPE 390/25

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79511000 Telephone operator services, 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0000

Title: Contrato para la prestación del servicio de atención al usuario por canales remotos para la EPE Agua de Valladolid.

Description: Contrato para la prestación del servicio de atención al usuario por canales remotos para la EPE Agua de Valladolid.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79511000 Telephone operator services, 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

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: Quality

Description: Mejoras sin coste adicional .

Category of award weight criterion: Weight (points, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: Precio.

Category of award weight criterion: Weight (points, exact)

Award criterion number: 50

Criterion:

Type: Quality

Description: Plan de explotacion .

Category of award weight criterion: Weight (points, exact)

Award criterion number: 40

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: Consejo de Administración de la Entidad Pública Empresarial Local

Agua de Valladolid - EPE AGUA DE VALLADOLID

Information about review deadlines: hasta 2025-12-31+01:00

Organisation providing additional information about the procurement procedure: Consejo de

Administración de la Entidad Pública Empresarial Local Agua de Valladolid - Consejo de

Administración de la Entidad Pública Empresarial Local Agua de Valladolid

6. Results

Value of all contracts awarded in this notice: 427 846,44 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: TELECYL, S.A

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 427 846,44 EUR

The tender was ranked: no

The tender is a variant: no

Country of origin of the product or the service: Spain

Subcontracting: No

Contract information:

Identifier of the contract: 390

Date on which the winner was chosen: 26/01/2026

Date of the conclusion of the contract: 18/02/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

Registration number: 50984040142164

Registration number: Q4700694E

Town: Valladolid

Postcode: 47004

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

Contact point: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

Email: contratacion@aquavall.es

Telephone: +34 983303010

Fax: +34 983303010

Internet address: <http://aquavall.es/>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=PCV9c1DPEFsQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: EPE AGUA DE VALLADOLID

Town: VALLADOLID

Postcode: 47004

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

Email: contratacion@aquavall.es

Telephone: 983303010

Other contact points:

Official name: Consejo de Administración de la Entidad Pública Empresarial Local Agua de Valladolid

Town: Valladolid

Postcode: 47004

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

8.1. ORG-0002

Official name: TELECYL, S.A

Size of the economic operator: Large

Registration number: A47310941

Town: Valladolid

Postcode: 47014

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

Email: contratacion@madisonmk.com

Telephone: +983 428200

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 759dfe51-ab0c-4563-8f4b-15357e6fceb - 02

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 30

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