

127919-2026 - Result

Spain – Telephone switchboard services – Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

OJ S 38/2026 24/02/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ayuntamiento de Zarautz - Ayuntamiento de Zarautz

Email: kontratazioa@zarautz.eus

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

Description: Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

Procedure identifier: 2804f7b7-a3c3-43d8-9606-a57072bbd88c

Internal identifier: 2025IK200030

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Abierto

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

2.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 257 851,24 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

Description: Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

Internal identifier: 1261668

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

5.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: La duración del contrato será como máximo, de cuatro años, incluidas las prórrogas. El plazo de ejecución del contrato será de un año desde su formalización, susceptible de prórroga anual sin que la duración total, incluidas las prórrogas pueda exceder de cuatro años.

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: Cost

Description: CRITERIO EVALUABLE MEDIANTE FÓRMULA (a incluir en el archivo electrónico C).

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

Award criterion number: 60

Criterion:

Type: Quality

Description: CRITERIOS NO EVALUABLES MEDIANTE FÓRMULAS (a incluir en el archivo electrónico B).

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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: 15 días hábiles en aplicación del art. 50 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público.

Organisation providing additional information about the procurement procedure: Ayuntamiento de Zarautz - Ayuntamiento de Zarautz

6. Results

Value of all contracts awarded in this notice: 17,00 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: GUREAK MARKETING, S.L.U.

Tender:

Tender identifier: 2197226

Identifier of lot or group of lots: LOT-0001

Value of the tender: 17,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 2025IK200030556_00001

Title: Prestación del servicio de atención telefónica para el Ayuntamiento de Zarautz.

Date of the conclusion of the contract: 20/02/2026

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

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 from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales

Registration number: 112316.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz

Town: Vitoria-Gasteiz

Postcode: 01010

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Ayuntamiento de Zarautz - Ayuntamiento de Zarautz

Registration number: P2008500G

Postal address: Kale Nagusia, 29.20800 Zarautz(Gipuzkoa)

Town: Zarautz

Postcode: 20800

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain
Contact point: Zarauzko Udaleko Idazkari Nagusia
Email: kontratazioa@zarautz.eus
Telephone: +34 943005100
Internet address: <http://www.zarautz.eus>
Buyer profile: <https://www.contratacion.euskadi.eus/>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure

8.1. ORG-0005

Official name: GUREAK MARKETING, S.L.U.
Size of the economic operator: Large
Registration number: B20158218
Postal address: Camino de Illarra 4
Town: Donostia / San Sebastián
Postcode: 20018
Country subdivision (NUTS): Gipuzkoa (ES212)
Country: Spain
Email: agil@gureak.com
Telephone: +34 943000800
Fax: +34 943310356

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 98d71702-8620-41f1-a622-447b0a87abee - 01
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