

241790-2026 - Result

Spain – Telephone and data transmission services – Servicio de plataforma omnicanal para atención ciudadana 012

OJ S 69/2026 09/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Navarra de Servicios y tecnologías, S.A. (NASERTIC)

Email: licitacion@nasertic.es

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de plataforma omnicanal para atención ciudadana 012

Description: Contratación de los servicios de mantenimiento, soporte, operación y evolución de la plataforma Genesys incluyendo las actividades que se definen en los pliegos confeccionado al efecto.

Procedure identifier: 7e725dc0-3c78-40fe-bc91-9a3fbb239053

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

2.1.2. Place of performance

Town: Navarra

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: LOTE 1. Servicio de plataforma omnicanal para atención ciudadana 012

Description: Contratación de los servicios de mantenimiento, soporte, operación y evolución de la plataforma Genesys incluyendo las actividades que se definen en los pliegos confeccionado al efecto.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

5.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Criterios sometidos a juicios de valor

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

Award criterion number: 20

Criterion:

Type: Price

Description: Oferta económica

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

Award criterion number: 70

Criterion:

Type: Quality

Description: Criterios sociales

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

Award criterion number: 10

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: TRIBUNAL ADMINISTRATIVO DE CONTRATOS PÚBLICOS

Information about review deadlines: Consultar Pliego de Cláusulas Administrativas

6. Results

Value of all contracts awarded in this notice: 500 103 200,00 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: TELEFONICA SOLUCIONES DE INFORMÁTICA Y COMUNICACIONES DE ESPAÑA S.A.U.

Tender:

Tender identifier: Oferta de Telefónica

Identifier of lot or group of lots: LOT-0001

Value of the tender: 500 103 200,00 EUR

Subcontracting: Yes

Subcontracting value is known: no
Subcontracting percentage is known: yes
Percentage of subcontracting: 62 500

Contract information:

Identifier of the contract: Contrato con Telefónica
Date of the conclusion of the contract: 07/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically
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
Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Navarra de Servicios y tecnologías, S.A. (NASERTIC)
Registration number: A/31098064
Department: Servicio jurídico
Postal address: C/Orcoyen s/n 31011
Town: Pamplona
Postcode: 31011
Country subdivision (NUTS): Navarra (ES220)
Country: Spain
Contact point: Servicio jurídico
Email: licitacion@nasertic.es
Telephone: 848420500
Internet address: <https://www.nasertic.es/es>
Information exchange endpoint (URL): <https://portalcontratacion.navarra.es/es/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: TRIBUNAL ADMINISTRATIVO DE CONTRATOS PÚBLICOS
Registration number: S3100004E
Postal address: Calle Iturrama 10
Town: PAMPLONA / IRUÑA
Postcode: 31007
Country subdivision (NUTS): Navarra (ES220)
Country: Spain
Email: tribunal.contratos@navarra.es

Telephone: 848421964

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: TELEFONICA SOLUCIONES DE INFORMÁTICA Y COMUNICACIONES DE ESPAÑA S.A.U.

Size of the economic operator: Large

Registration number: A78053147

Postal address: Calle Iturrama 10

Town: MADRID

Postcode: 28050

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Telephone: 848421964

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: 973bd1ac-4a40-4086-a507-649dab12fc11 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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