

245853-2026 - Result

Spain – Call centre – SERVICIO DE GESTIÓN DE INCIDENCIAS

OJ S 70/2026 10/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Administrador de Infraestructuras Ferroviarias

Email: comprascontratacion@adif.es

Legal type of the buyer: Public undertaking, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: SERVICIO DE GESTIÓN DE INCIDENCIAS

Description: SERVICIO DE GESTIÓN DE INCIDENCIAS

Procedure identifier: 55a30368-0ac5-41ef-974f-859ff1cd68db

Internal identifier: 2.25/41110.0153

Type of procedure: Negotiated without prior call for competition

Main features of the procedure: Procedimiento negociado sin publicidad

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 680 250,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

Ley 9/2017 de Contratos del Sector Público - Ley 9/2017 de Contratos del Sector Público

5. Lot

5.1. Lot: LOT-0002

Title: SERVICIO DE GESTIÓN DE INCIDENCIAS

Description: SERVICIO DE GESTIÓN DE INCIDENCIAS

Internal identifier: 2.25/41110.0153

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Options:

Description of the options: Prorroga 12 meses

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Se establece la posibilidad de un prorroga durante un periodo de 12 meses adicionales a la duración del contrato

5.1.5. Value

Estimated value excluding VAT: 680 250,00 EUR

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: Price

Name: Criterio evaluable mediante fórmulas - Precio

Description: Criterio evaluable mediante fórmulas - Precio

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

Award criterion number: 100

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 Central de Recursos Contractuales

Organisation providing additional information about the procurement procedure: Administrador de Infraestructuras Ferroviarias

Organisation providing offline access to the procurement documents: Administrador de Infraestructuras Ferroviarias

Organisation providing more information on the review procedures: Tribunal Administrativo Central de Recursos Contractuales

6. Results

Value of all contracts awarded in this notice: 340 125,00 EUR

Direct award

:

Justification for direct award: The contract can be provided only by a particular economic operator because of an absence of competition for technical reasons

Other justification: El contrato solo puede ser ejecutado por un operador económico particular debido a la ausencia de competencia por razones técnicas

6.1. Result lot identifier: LOT-0002

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: E.P.E RENFE-Operadora

Tender:

Tender identifier: E.P.E RENFE-Operadora

Identifier of lot or group of lots: LOT-0002

Value of the tender: 340 125,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: 2.25/41110.0153

Date on which the winner was chosen: 04/03/2026

Date of the conclusion of the contract: 26/03/2026

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: Administrador de Infraestructuras Ferroviarias

Registration number: Q2801660H

Department: Dirección de Compras y Contratación

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: comprascontratacion@adif.es

Telephone: +34 917744804

Internet address: <https://www.adif.es>

Information exchange endpoint (URL): <https://www.contrataciondelestado.es/wps/portal/perfilContratante>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Tribunal Administrativo Central de Recursos Contractuales

Registration number: S2826042J

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal_recursos.contratos@hacienda.gob.es

Telephone: +34 913491451

Internet address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/Tribunal%20Administrativo%20Central%20de%20Recursos%20Contractuales.aspx>

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0004

Official name: E.P.E RENFE-Operadora

Size of the economic operator: Large

Registration number: Q2801659J

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/Tribunal%20Administrativo%20Central%20de%20Recursos%20Contractuales.aspx>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0002

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

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