

265607-2026 - Result

Spain – Telephone-answering services – Prestación del servicio de operador telefónico y atención al público de la Policía Local de Huesca, que será prestado por personas con discapacidad para su inclusión social en el mundo laboral mediante un contrato reservado.

OJ S 75/2026 17/04/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Alcaldía del Ayuntamiento de Huesca

Email: contratacion@huesca.es

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 operador telefónico y atención al público de la Policía Local de Huesca, que será prestado por personas con discapacidad para su inclusión social en el mundo laboral mediante un contrato reservado.

Description: Prestación del servicio de operador telefónico y atención al público de la Policía Local de Huesca, que será prestado por personas con discapacidad para su inclusión social en el mundo laboral mediante un contrato reservado.

Procedure identifier: da183bc4-8ca7-4ff9-909b-a0334c35472c

Previous notice: a6a36703-0ccf-4efe-bbf1-336ea58ab5f1-01

Internal identifier: 15847AB SERV

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): Huesca (ES241)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Prestación del servicio de operador telefónico y atención al público de la Policía Local de Huesca, que será prestado por personas con discapacidad para su inclusión social en el mundo laboral mediante un contrato reservado.

Description: Prestación del servicio de operador telefónico y atención al público de la Policía Local de Huesca, que será prestado por personas con discapacidad para su inclusión social en el mundo laboral mediante un contrato reservado.

Internal identifier: 15847AB SERV

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): Huesca (ES241)

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

5.1.7. Strategic procurement

Aim of strategic procurement: Fulfilment of social objectives

Description: Cumplimiento de objetivos sociales

Approach to reducing environmental impacts: Other

Social objective promoted: Other, Fair working conditions

5.1.10. Award criteria

Criterion:

Type: Price

Description: 1. Oferta Económica.

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

Award criterion number: 90

Criterion:

Type: Quality

Description: 2. Formación.

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: Alcaldía del Ayuntamiento de Huesca - Tribunal Administrativo de Contratos Públicos de Aragón (TACPA)

Information about review deadlines: hasta 2026-02-06+01:00

6. Results

Value of all contracts awarded in this notice: 239 848,86 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: Fundación DFA

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 239 848,86 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: 14/2026

Date on which the winner was chosen: 05/03/2026

Date of the conclusion of the contract: 15/04/2026

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: 1

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 239 848,86 EUR

Value of the highest admissible tender: 239 848,86 EUR

8. Organisations

8.1. ORG-0001

Official name: Alcaldía del Ayuntamiento de Huesca

Registration number: 31013930145153

Registration number: P2217300I

Town: Huesca

Postcode: 22002

Country subdivision (NUTS): Huesca (ES241)

Country: Spain

Contact point: Alcaldía del Ayuntamiento de Huesca

Email: contratacion@huesca.es

Telephone: +34 974292120

Internet address: <http://sedeelectronica.huesca.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=YD2iFo4oZPcQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo de Contratos Públicos de Aragón (TACPA)

Town: Zaragoza

Postcode: 50001

Country subdivision (NUTS): Huesca (ES241)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

8.1. ORG-0002

Official name: Fundación DFA

Size of the economic operator: Micro, small, or medium

Registration number: G99118598

Town: Zaragoza

Postcode: 50008

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

Email: cbascunan@fundaciondfa.es

Telephone: +34 9765959559

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 605937d8-7fce-4f1b-bc30-8d203d33aa2a - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 16/04/2026 09:44:07 (UTC+02:00) Eastern European Time, Central European Summer Time

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