

266525-2026 - Result

Spain – Technical assistance services – Servicio de Información al Ciudadano en Eficiencia Energética y Energías Renovables (SICER)

OJ S 76/2026 20/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Dirección General del Instituto para la Diversificación y Ahorro de la Energía (IDAE)

Email: 440@idae.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de Información al Ciudadano en Eficiencia Energética y Energías Renovables (SICER)

Description: Se trata de contratar un el Servicio de Información al Ciudadano en Eficiencia Energética y Energías Renovables (SICER) para resolver las consultas de los ciudadanos y usuarios de empresas e instituciones

Procedure identifier: c856c567-8254-486f-84fc-c160e5e1afee

Previous notice: 523ce492-fd28-486b-bc8e-2ce8062bc3b3-01

Internal identifier: CONTR/2025/039

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 71356200 Technical assistance services

Additional classification (cpv): 72253100 Helpdesk services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de Información al Ciudadano en Eficiencia Energética y Energías Renovables (SICER)

Description: Se trata de contratar un el Servicio de Información al Ciudadano en Eficiencia Energética y Energías Renovables (SICER) para resolver las consultas de los ciudadanos y usuarios de empresas e instituciones

Internal identifier: CONTR/2025/039

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 71356200 Technical assistance services

Additional classification (cpv): 72253100 Helpdesk services, 79510000 Telephone-answering services, 79511000 Telephone operator services, 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

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: Price

Description: Oferta económica.

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Alcance de la oferta.

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Calidad de la oferta.

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

Award criterion number: 25

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: Dirección General del Instituto para la Diversificación y Ahorro de la Energía (IDAE) - IDAE

Information about review deadlines: hasta 2026-01-14+01:00

Organisation providing more information on the review procedures: Dirección General del Instituto para la Diversificación y Ahorro de la Energía (IDAE) - IDAE

6. Results

Value of all contracts awarded in this notice: 554 134,71 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: Inversiones, Desarrollos y Proyectos, S.L.

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 554 134,71 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: CONTR/2025/039

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

Date of the conclusion of the contract: 13/04/2026

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: 2

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: Dirección General del Instituto para la Diversificación y Ahorro de la Energía (IDAE)

Registration number: 10000200000412

Registration number: Q2820009E

Town: Madrid

Postcode: 28004

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Dirección General del Instituto para la Diversificación y Ahorro de la Energía (IDAE)

Email: 440@idae.es

Telephone: 914564988

Fax: 915230414

Internet address: <http://www.idae.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Sh7TDTsiNU0%3D>

Other contact points:

Official name: IDAE

Town: Madrid

Postcode: 28004

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: 440@idae.es

Telephone: 914564900

Internet address: <https://www.idae.es/home>

Other contact points:

Official name: IDAE

Town: Madrid

Postcode: 28004

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: 440@idae.es

Telephone: 914564900

Internet address: <https://www.idae.es/home>

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Inversiones, Desarrollos y Proyectos, S.L.

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

Registration number: B41605577

Town: Tomares

Postcode: 41940

Country subdivision (NUTS): Sevilla (ES618)

Country: Spain

Email: pmontero@suring.es

Telephone: +34 667517319

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: fea9ca85-997a-4b68-ae7b-c745577517bc - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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