

303397-2026 - Result

Spain – Value-added information services – Servicio de información y atención al ciudadano, Servicio 010

OJ S 85/2026 04/05/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Junta de Gobierno del Ayuntamiento de Burgos

Email: contratacion@aytoburgos.es

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de información y atención al ciudadano, Servicio 010

Description: Contrato de servicio de información y atención al ciudadano, Servicio 010

Procedure identifier: cc75c3b0-d2f0-47af-b697-d4549fe7405b

Previous notice: 5ddaafbd-2011-40eb-ba4e-b66c14a91c96-01

Internal identifier: 2024000055/SERV/HAC

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64216210 Value-added information services

2.1.2. Place of performance

Country subdivision (NUTS): Burgos (ES412)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de información y atención al ciudadano, Servicio 010

Description: Contrato de servicio de información y atención al ciudadano, Servicio 010

Internal identifier: 2024000055/SERV/HAC

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64216210 Value-added information services

Options:

Description of the options: La duración del contrato será de 2 años, pudiendo prorrogarse anualmente por tres años más

5.1.2. Place of performance

Country subdivision (NUTS): Burgos (ES412)

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: Mecanismos de seguimiento y control, plan de evaluación y de calidad.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Modelo de gestión del servicio.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Proyecto.

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

Award criterion number: 15

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: Junta de Gobierno del Ayuntamiento de Burgos - Tribunal administrativo de recursos contractuales de Castilla y León

Information about review deadlines: Los acuerdos adoptados para su resolución pondrán fin a la vía administrativa, y podrán ser impugnados ante el órgano competente, a través del recurso especial en materia de contratación o ante el órgano competente de la jurisdicción contencioso-administrativa.

6. Results

Value of all contracts awarded in this notice: 513 152,64 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: IBERIC OPTISER S.L.

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 513 152,64 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: 2024000055/SERV/HAC

Date on which the winner was chosen: 06/04/2026

Date of the conclusion of the contract: 29/04/2026

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: 5

Range of tenders:

Value of the lowest admissible tender: 45 450 662,00 EUR

Value of the highest admissible tender: 59 721 193,00 EUR

8. Organisations

8.1. ORG-0001

Official name: Junta de Gobierno del Ayuntamiento de Burgos

Registration number: 30018030002946

Registration number: P0906100C

Town: Burgos

Postcode: 09071

Country subdivision (NUTS): Burgos (ES412)

Country: Spain

Contact point: Junta de Gobierno del Ayuntamiento de Burgos

Email: contratacion@aytoburgos.es

Telephone: +34 947288826

Fax: +34 947288832

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=gKNlvc1q%2FQU%3D>

Other contact points:

Official name: Tribunal administrativo de recursos contractuales de Castilla y León

Town: ZAMORA

Postcode: 49001

Country subdivision (NUTS): Zamora (ES419)

Country: Spain

Email: tribunalcontratoscyl@cccyl.es

Telephone: +34 980559800

Roles of this organisation:

Buyer

Review organisation

8.1. ORG-0002

Official name: IBERIC OPTISER S.L.

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

Registration number: B09580432

Town: Burgos (Burgos)

Postcode: 09002

Country subdivision (NUTS): Burgos (ES412)

Country: Spain

Email: ibericoptiser@gmail.com

Telephone: +34 662313319

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 139318e9-066b-4f00-bd46-6a4146d75bf3 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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