

## 315416-2026 - Result

Spain – Customer-care services – Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

OJ S 88/2026 07/05/2026

Contract or concession award notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Consorcio de Transportes de Mallorca

Email: [contractacio@consorcidetransports.com](mailto:contractacio@consorcidetransports.com)

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

Description: Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

Procedure identifier: 3883547f-1dca-4404-8ab8-1c915df8e488

Previous notice: 733237-2022

Internal identifier: OB202212

Type of procedure: Open

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

##### 2.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

### 5. Lot

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#### 5.1. Lot: LOT-0000

Title: Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

Description: Servicio de información y atención a las personas usuarias del transporte público regular de viajeros de Mallorca

Internal identifier: OB202212

##### 5.1.1. Purpose

Main nature of the contract: Services  
Main classification (cpv): 79342320 Customer-care services

**5.1.2. Place of performance**

Country subdivision (NUTS): Mallorca (ES532)  
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: No strategic procurement

**5.1.10. Award criteria**

**Criterion:**

Type: Price  
Description: Económico.  
Category of award weight criterion: Weight (points, exact)  
Award criterion number: 75

**Criterion:**

Type: Quality  
Description: Técnico.  
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: Consorcio de Transportes de Mallorca - Tribunal Administrativo Central de Recursos Contractuales  
Information about review deadlines: 15 días hábiles, desde el día siguiente al de la publicación o notificación

## 6. Results

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Value of all contracts awarded in this notice: 1 350 350,99 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: OPINOMETRE SL

**Tender:**

Tender identifier: REF TEN-0001/LOT-0000  
Identifier of lot or group of lots: LOT-0000  
Value of the tender: 1 350 350,99 EUR  
The tender was ranked: no

Subcontracting: No

**Contract information:**

Identifier of the contract: OB202212

Date on which the winner was chosen: 15/02/2023

Date of the conclusion of the contract: 17/03/2023

**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: 4

**Range of tenders:**

Value of the lowest admissible tender: 0,00 EUR

Value of the highest admissible tender: 1 350 350,99 EUR

## 8. Organisations

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**8.1. ORG-0001**

Official name: Consorcio de Transportes de Mallorca

Registration number: 10993780143138

Registration number: Q0700528C

Town: Palma

Postcode: 07004

Country subdivision (NUTS): Menorca (ES533)

Country: Spain

Contact point: Consorcio de Transportes de Mallorca

Email: [contractacio@consorcidetransports.com](mailto:contractacio@consorcidetransports.com)

Telephone: 971913194

Fax: 971913192

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=pL62OTGNbroQK2TEfXGy%2BA%3D%3D>

**Other contact points:**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28071

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: [Tribunal\\_recursos.contratos@hacienda.gob.es](mailto:Tribunal_recursos.contratos@hacienda.gob.es)

Internet address: <https://acortar.link/jxMyTa>

**Roles of this organisation:**

Buyer

Review organisation

**8.1. ORG-0002**

Official name: OPINOMETRE SL

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

Registration number: B60003159

Town: Horta-Guinardó

Postcode: 08035

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: [josep@opinometre.com](mailto:josep@opinometre.com)

Telephone: +34 932546731

**Roles of this organisation:**

Tenderer

**Beneficial owner:**

Nationality of the owner: Spain

**Winner of these lots: LOT-0000**

## Notice information

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Notice identifier/version: 11542d12-9440-4977-804e-c4973d7e6ca1 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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