

395950-2026 - Competition

Spain – Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment – Servicio de administración y soporte para los sistemas y equipos informáticos y de telecomunicaciones para Madrid Destino
OJ S 110/2026 10/06/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Madrid Destino Cultura Turismo y Negocio, S.A.

Email: contratacion@madrid-destino.com

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: Servicio de administración y soporte para los sistemas y equipos informáticos y de telecomunicaciones para Madrid Destino

Description: Servicio de administración y soporte para los sistemas y equipos informáticos y de telecomunicaciones para Madrid Destino

Procedure identifier: 549b818c-6c58-4723-8e2e-afe4aa94b923

Internal identifier: SP26-00186

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 316 156,01 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: Según lo establecido en el PCAP conforme a la legislación aplicable

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de administración y soporte para los sistemas y equipos informáticos y de telecomunicaciones para Madrid Destino

Description: Servicio de administración y soporte para los sistemas y equipos informáticos y de telecomunicaciones para Madrid Destino

Internal identifier: SP26-00186

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 50300000 Repair, maintenance and associated services related to personal computers, office equipment, telecommunications and audio-visual equipment

Options:

Description of the options: Posibilidad de prórroga, hasta 24 meses o periodos inferiores

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: Posibilidad de prórroga, hasta 24 meses o periodos inferiores

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: General yearly turnover

Description of selection criterion: Cifra anual de negocio

Criterion: References on specified services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Price

Description: 1. Proposición económica.

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

Award criterion number: 45

Criterion:

Type: Quality

Description: 2. Mejoras sobre el número de horas de soporte nivel 2.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: 3. Mejoras sobre el tiempo de respuesta al usuario.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: 4.1. Mejora sobre disponibilidad y tiempos del coordinador del servicio.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: 4.2. Mejora sobre la designación de un coordinador suplente.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: 1. Oferta de criterios no valorables en cifras o porcentajes.

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

Award criterion number: 25

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=OLiUuQkRAc%2Bqb7rCcv76BA%3D%3D

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=OLiUuQkRAc%2Bqb7rCcv76BA%3D%3D

Languages in which tenders or requests to participate may be submitted: Spanish

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 14/07/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 36 Months

Information about public opening:

Opening date: 27/07/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: ELECTRONICA

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

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: Madrid Destino Cultura Turismo y Negocio, S.A. - Tribunal Administrativo de Contratación Pública

Information about review deadlines: Contra la presente resolución no procede la interposición de Recurso Especial en materia de contratación. Las actuaciones realizadas por poderes adjudicadores que no tenga la condición de Administraciones Públicas, como es el caso de Madrid Destino, se impugnarán en vía administrativa de conformidad con lo dispuesto en la Ley 39/2015, de 1 de octubre, de Procedimiento Administrativo Común de las Administraciones Públicas ante el organismo al que esté adscrita la entidad contratante ? Ayuntamiento de Madrid.

Organisation providing more information on the review procedures: Madrid Destino Cultura Turismo y Negocio, S.A. - Tribunal Administrativo de Contratación Pública

8. Organisations

8.1. ORG-0001

Official name: Madrid Destino Cultura Turismo y Negocio, S.A.

Registration number: 51011230144883

Registration number: A84073105

Town: Madrid

Postcode: 28015

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Madrid Destino Cultura Turismo y Negocio, S.A.

Email: contratacion@madrid-destino.com

Telephone: +34 915787758

Internet address: <http://www.madrid-destino.com>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=W%2BdqavboycQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo de Contratación Pública

Town: Madrid

Postcode: 28010

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <http://www.madrid.org/es/tacp>

Other contact points:

Official name: Tribunal Administrativo de Contratación Pública

Town: Madrid

Postcode: 28010

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <http://www.madrid.org/es/tacp>

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 81380d3d-be14-4bf9-8785-4530396d2714 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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