

407823-2026 - Competition

Spain – Sales or marketing software development services – Sistema de gestión de reserva y venta de entradas del Conjunto Monumental de la Alhambra y el Generalife y sus bienes adscritos

OJ S 113/2026 15/06/2026

**Contract or concession notice – standard regime - Change notice
Services**

1. Buyer

1.1. Buyer

Official name: PATRONATO DE LA ALHAMBRA Y GENERALIFE

Email: contratacion.pag@juntadeandalucia.es

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Sistema de gestión de reserva y venta de entradas del Conjunto Monumental de la Alhambra y el Generalife y sus bienes adscritos

Description: Constituye el objeto de este contrato la adjudicación de un sistema de gestión de reserva y venta de entradas del Conjunto Monumental de la Alhambra y el Generalife y sus bienes adscritos a una empresa con capacidad e infraestructura técnicas suficientes y demostrables y que actúe en colaboración con una entidad financiera para la gestión de los fondos públicos que obtenga el PAG vía la venta de entradas.

Procedure identifier: 38e2bfe6-dab4-44a2-87ad-f321b7e1860d

Previous notice: 535136-2025

Internal identifier: CONTR 2025 536809

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212481 Sales or marketing software development services

2.1.2. Place of performance

Postal address: C/ Real de la Alhambra s.n.

Town: Granada

Postcode: 18071

Country subdivision (NUTS): Granada (ES614)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 6 210 158,15 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document Request

5. Lot

5.1. Lot: LOT-0001

Title: Sistema de gestión de reserva y venta de entradas del Conjunto Monumental de la Alhambra y el Generalife y sus bienes adscritos

Description: Constituye el objeto de este contrato la adjudicación de un sistema de gestión de reserva y venta de entradas del Conjunto Monumental de la Alhambra y el Generalife y sus bienes adscritos a una empresa con capacidad e infraestructura técnicas suficientes y demostrables y que actúe en colaboración con una entidad financiera para la gestión de los fondos públicos que obtenga el PAG vía la venta de entradas.

Internal identifier: CONTR 2025 536809

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212482 Business intelligence software development services

5.1.2. Place of performance

Country subdivision (NUTS): Granada (ES614)

Country: Spain

5.1.3. Estimated duration

Start date: 01/02/2026

Duration: 12 Months

5.1.5. Value

Estimated value excluding VAT: 6 210 158,15 EUR

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document Request

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Propuesta sobre el objeto y requisitos mínimos de la oferta.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Descripción funcional de los módulos que conforman el sistema de acuerdo con el apartado 5.3 del PPT.

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

Award criterion number: 8

Criterion:

Type: Quality

Description: Plan de continuidad y aprovechamiento del sistema informático existente de acuerdo con el apartado 12.2 del PPT.

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

Award criterion number: 6

Criterion:

Type: Quality

Description: Propuesta de Formación y Transferencia Tecnológica de acuerdo con el apartado 6 del PPT.

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

Award criterion number: 3

Criterion:

Type: Quality

Description: Propuesta de los requisitos técnicos específicos y Esquema Nacional de Seguridad del PPT.

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

Award criterion number: 8

Criterion:

Type: Quality

Description: Cronograma de trabajo.

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

Award criterion number: 4

Criterion:

Type: Quality

Description: Propuesta de soporte a través de un servicio de Call Center

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

Award criterion number: 6

Criterion:

Type: Quality

Description: Propuesta de procedimientos de liquidación y auditoría anual.

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

Award criterion number: 4

Criterion:

Type: Price

Description: Proposición económica.

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

Award criterion number: 37

Criterion:

Type: Cost

Description: Idiomas.

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

Award criterion number: 9

Criterion:

Type: Cost

Description: Prevención de delitos : Certificado UNE 19601:2017, o similar.

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

Award criterion number: 5

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Spanish

Deadline for requesting additional information: 26/11/2025 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://juntadeandalucia.es/temas/contratacionpublica/perfileslicitaciones/perfilescontratante/detalle/CYD10>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://sirecftdpriexp.chap.junta-andalucia.es/licitacion-electronica/index.action>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 26/11/2025 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 27/11/2025 09:30:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

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

Electronic invoicing: Required

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: TRIBUNAL ADMINISTRATIVO DE RECURSOS CONTRACTUALES DE LA JUNTA DE ANDALUCÍA

Information about review deadlines: 15 días hábiles

Organisation providing additional information about the procurement procedure: PATRONATO DE LA ALHAMBRA Y GENERALIFE

Organisation providing more information on the review procedures: PATRONATO DE LA ALHAMBRA Y GENERALIFE

8. Organisations

8.1. ORG-0001

Official name: PATRONATO DE LA ALHAMBRA Y GENERALIFE

Registration number: Q1818001H

Department: Servicio de Presupuestos, Gestión Económica y Contratación

Postal address: C/ Real de la Alhambra sn

Town: GRANADA

Postcode: 18071

Country subdivision (NUTS): Granada (ES614)

Country: Spain

Contact point: Sección de Contratación

Email: contratacion.pag@juntadeandalucia.es

Telephone: 958897200

Buyer profile: <https://juntadeandalucia.es/temas/contratacion-publica/perfiles-licitaciones/perfiles-contratante/detalle/CYD10.html>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: TRIBUNAL ADMINISTRATIVO DE RECURSOS CONTRACTUALES DE LA JUNTA DE ANDALUCÍA

Registration number: S4111001F

Postal address: C/ Barcelona nº 4

Town: Sevilla

Postcode: 41001

Country subdivision (NUTS): Sevilla (ES618)

Country: Spain

Email: tarcja@juntadeandalucia.es

Telephone: 671530856

Roles of this organisation:

Review organisation

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

10. Change

Version of the previous notice to be changed

:

721809-2025

Main reason for change

:

Cancellation intention

Description

:

Resolución de desistimiento del procedimiento de licitación

Notice information

Notice identifier/version: 44608ddf-7647-4548-a01c-9dc342e54460 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 12/06/2026 11:32:15 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Spanish

Notice publication number: 407823-2026

OJ S issue number: 113/2026

Publication date: 15/06/2026