

## 414456-2026 - Result

Spain – Social work services without accommodation – Contratación del Servicio de Teleasistencia

OJ S 115/2026 17/06/2026

Contract or concession award notice – light regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Dirección del Instituto Cántabro de Servicios Sociales

Email: [icass.contratacion@cantabria.es](mailto:icass.contratacion@cantabria.es)

Legal type of the buyer: Regional authority

Activity of the contracting authority: Social protection

### 2. Procedure

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#### 2.1. Procedure

Title: Contratación del Servicio de Teleasistencia

Description: Contratación del servicio de teleasistencia del Sistema para la Autonomía y Atención a la Dependencia de la Comunidad Autónoma de Cantabria

Procedure identifier: 111057a4-735f-4b01-a16a-4af655713b1e

Previous notice: f0c4557b-4219-4652-b0e8-dc962e2119c6-01

Internal identifier: CA-ICASS/2025/0003

Type of procedure: Open

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85312000 Social work services without accommodation

##### 2.1.2. Place of performance

Country subdivision (NUTS): Cantabria (ES130)

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: Contratación del Servicio de Teleasistencia

Description: Contratación del servicio de teleasistencia del Sistema para la Autonomía y Atención a la Dependencia de la Comunidad Autónoma de Cantabria

Internal identifier: CA-ICASS/2025/0003

##### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85312000 Social work services without accommodation

### 5.1.2. Place of performance

Country subdivision (NUTS): Cantabria (ES130)

Country: Spain

### 5.1.6. General information

Procurement Project not financed with EU Funds.

### 5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

### 5.1.10. Award criteria

#### Criterion:

Type: Quality

Description: Certificación de norma ISO 27001:2013 o equivalente.

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

Award criterion number: 5

#### Criterion:

Type: Quality

Description: Certificación de norma UNE 158401:2019 o equivalente.

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

Award criterion number: 5

#### Criterion:

Type: Quality

Description: Disminución del plazo de instalación de terminales para altas.

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

Award criterion number: 10

#### Criterion:

Type: Quality

Description: Disminución del plazo de sustitución de terminales analógicos.

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

Award criterion number: 5

#### Criterion:

Type: Quality

Description: Línea telefónica de información al ciudadano.

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

Award criterion number: 5

#### Criterion:

Type: Price

Description: Proposición económica.

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

Award criterion number: 25

#### Criterion:

Type: Quality

Description: Supresión del pago por ausencias prolongadas del usuario.

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

Award criterion number: 10

#### Criterion:

Type: Quality

Description: Calidad técnica del proyecto de gestión del servicio.

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

Award criterion number: 35

#### 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 del Instituto Cántabro de Servicios Sociales - Tribunal Administrativo Central de Recursos Contractuales

## 6. Results

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Value of all contracts awarded in this notice: 21,84 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: CLECE, S.A.

**Tender:**

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 21,84 EUR

The tender was ranked: no

Subcontracting: No

**Contract information:**

Identifier of the contract: CA-ICASS/2025/0003

Date on which the winner was chosen: 11/02/2026

Date of the conclusion of the contract: 15/06/2026

#### 6.1.4. Statistical information

**Received tenders or requests to participate:**

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 4

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

## 8. Organisations

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### 8.1. ORG-0001

Official name: Dirección del Instituto Cántabro de Servicios Sociales

Registration number: 20998000143560

Registration number: Q3900797F

Town: Santander

Postcode: 39006

Country subdivision (NUTS): Cantabria (ES130)

Country: Spain

Contact point: Dirección del Instituto Cántabro de Servicios Sociales

Email: [icass.contratacion@cantabria.es](mailto:icass.contratacion@cantabria.es)

Telephone: +34 942207799

Fax: +34 942207799

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=lvlwC0n%2F%2BAwQK2TEfXGy%2BA%3D%3D>

#### Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28014

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/tribunal%20administrativo%20central%20de%20recursos%20contractuales.asp>

#### Roles of this organisation:

Buyer

Review organisation

### 8.1. ORG-0002

Official name: CLECE, S.A.

Size of the economic operator: Large

Registration number: A80364243

Town: Valladolid

Postcode: 47009

Country subdivision (NUTS): Valladolid (ES418)

Country: Spain

Email: [cleceofertas-vor@clece.es](mailto:cleceofertas-vor@clece.es)

Telephone: 983427900

#### 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: 24c7a0c2-ce6d-4a96-9f53-44e24c08475d - 01

Form type: Result

Notice type: Contract or concession award notice – light regime

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