

415827-2026 - Result

Spain – Customer-care services – Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en diversas sedes del Consejo de Administración del Patrimonio Nacional

OJ S 115/2026 17/06/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Consejo de Administración del Patrimonio Nacional

Email: contratacion@patrimonionacional.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en diversas sedes del Consejo de Administración del Patrimonio Nacional

Description: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en diversas sedes del Consejo de Administración del Patrimonio Nacional

Procedure identifier: f50bfc68-0c3d-4cef-8745-02ff587ee7dd

Previous notice: 3f093af7-07ba-44ba-834f-0d6bbc302713-01

Internal identifier: 202630PA0045

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): Madrid (ES300)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0002

Title: Monasterio de Santa María La Real de las Huelgas (Burgos)

Description: Monasterio de Santa María La Real de las Huelgas (Burgos)

Internal identifier: 2

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): Burgos (ES412)
Country: Spain

5.1.5. Value

Estimated value excluding VAT: 311 217,27 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.
The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement
Approach to reducing environmental impacts: Other
Social objective promoted: Other
Innovation procurement: The procured works, supplies, or services entail process innovation

5.1.10. Award criteria

Criterion:

Type: Quality
Description: Atención telefónica incidencias.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Quality
Description: Compromiso de formación.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 20

Criterion:

Type: Quality
Description: Evaluación de calidad anual.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 5

Criterion:

Type: Quality
Description: Implantación sistema de seguimiento en tiempo real.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Price
Description: Oferta económica.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 45

Criterion:

Type: Quality
Description: Tiempo respuesta a solicitud de servicios extraordinarios.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

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: Consejo de Administración del Patrimonio Nacional - Tribunal

Administrativo Central de Recursos Contractuales

Information about review deadlines: La fecha de interposición de recurso serán 15 días hábiles desde la notificación del acto recurrible

6. Results

Value of all contracts awarded in this notice: 82 249,29 EUR

6.1. Result lot identifier: LOT-0002

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: INTEGRA MANTENIMIENTO GESTIÓN Y SERVICIOS INTEGRADOS CEE, S. L.

Tender:

Tender identifier: REF TEN-0001/LOT-0002

Identifier of lot or group of lots: LOT-0002

Value of the tender: 82 249,29 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: 202630PA0045

Date on which the winner was chosen: 23/04/2026

Date of the conclusion of the contract: 29/05/2026

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: 7

Type of received submissions: Tenders

Number of tenders or requests to participate received: 7

Range of tenders:

Value of the lowest admissible tender: 1 677,00 EUR

Value of the highest admissible tender: 13 459 744,00 EUR

8. Organisations

8.1. ORG-0001

Official name: Consejo de Administración del Patrimonio Nacional

Registration number: 10000250000465

Registration number: S2801002C

Town: Madrid

Postcode: 28071
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Contact point: Consejo de Administración del Patrimonio Nacional
Email: contratacion@patrimonionacional.es
Telephone: 914548817
Fax: 914548801
Internet address: <http://www.patrimonionacional.es>
Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=QUUQI7MljwE%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

Roles of this organisation:

Buyer
Review organisation

8.1. ORG-0002

Official name: INTEGRA MANTENIMIENTO GESTIÓN Y SERVICIOS INTEGRADOS CEE, S. L.

Size of the economic operator: Large
Registration number: B82992744
Town: Madrid
Postcode: 28031
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: contratacion@integracee.es

Telephone: +91 915059992

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0002

Notice information

Notice identifier/version: f74e1f18-2093-4a4c-8c92-31fe54e13505 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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