

480021-2026 - Result

Spain – Maintenance of information technology software – Contratación de los servicios informáticos para el mantenimiento y evolución de los sistemas Zoom Contact Center en la Fundación Estatal para la Formación en el Empleo, F.S.P.

OJ S 132/2026 13/07/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Fundación Estatal para la Formación en el Empleo, F.S.P.

Email: licitaciones@fundae.es

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Contratación de los servicios informáticos para el mantenimiento y evolución de los sistemas Zoom Contact Center en la Fundación Estatal para la Formación en el Empleo, F.S.P.

Description: Contratación de los servicios informáticos para el mantenimiento y evolución de los sistemas Zoom Contact Center en la Fundación Estatal para la Formación en el Empleo, F.S.P.

Procedure identifier: 6e08ee8e-b050-479f-9128-392f8068d235

Previous notice: 829016dd-c4c4-4ad5-95b8-737ddee27e85-01

Internal identifier: 2025/3120014526/377

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems, 50334400 Communications system maintenance services, 79510000 Telephone-answering 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-0000

Title: Contratación de los servicios informáticos para el mantenimiento y evolución de los sistemas Zoom Contact Center en la Fundación Estatal para la Formación en el Empleo, F.S.P.

Description: Contratación de los servicios informáticos para el mantenimiento y evolución de los sistemas Zoom Contact Center en la Fundación Estatal para la Formación en el Empleo, F.S.P.

Internal identifier: 2025/3120014526/377

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 48900000 Miscellaneous software package and computer systems, 50334400 Communications system maintenance services, 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

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

Social objective promoted: Other

5.1.10. Award criteria

Criterion:

Type: Price

Description: Criterios valorables en cifras o porcentajes (Valoración Económica).

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

Award criterion number: 30

Criterion:

Type: Price

Description: Criterios valorables en cifras o porcentajes (Valoración técnica).

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Criterios no valorables en cifras o porcentajes (Valoración técnica).

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

Award criterion number: 50

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: Fundación Estatal para la Formación en el Empleo, F.S.P. - Tribunal de Administrativo Central de Recursos Contractuales

6. Results

Value of all contracts awarded in this notice: 1 153 515,93 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: Telefónica Soluciones de Informática y Comunicaciones de España, SAU

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 1 153 515,93 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: 2025/3120014526/377

Date on which the winner was chosen: 16/06/2026

Date of the conclusion of the contract: 09/07/2026

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: 1

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: 1

Range of tenders:

Value of the lowest admissible tender: 1 153 515,93 EUR

Value of the highest admissible tender: 1 153 515,93 EUR

8. Organisations

8.1. ORG-0001

Official name: Fundación Estatal para la Formación en el Empleo, F.S.P.

Registration number: 50935220137282

Registration number: G83027391

Town: Madrid

Postcode: 28027

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Fundación Estatal para la Formación en el Empleo, F.S.P.

Email: licitaciones@fundae.es

Telephone: +34 911195030

Fax: +34 911195054

Internet address: <http://www.fundae.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=WMa9AJtYSAMQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal de Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

8.1. ORG-0002

Official name: Telefónica Soluciones de Informática y Comunicaciones de España, SAU

Size of the economic operator: Large

Registration number: A78053147

Town: Catalunya (Cataluña)

Postcode: 08019

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: administracionpublicanorte@telefonica.com

Telephone: 608050166

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: 90f2378d-ec0a-4cfd-a88d-b4a408939fe0 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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