

491111-2026 - Result

Spain – Maintenance of information technology software – **SERVICIO GESTIONADO DE SOPORTE Y MANTENIMIENTO DE LAS APLICACIONES CORPORATIVAS DE METRO DE MADRID**
OJ S 135/2026 16/07/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Metro de Madrid, S.A.

Email: doue@metromadrid.es

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: SERVICIO GESTIONADO DE SOPORTE Y MANTENIMIENTO DE LAS APLICACIONES CORPORATIVAS DE METRO DE MADRID

Description: Contratación de un servicio gestionado de soporte y mantenimiento de las aplicaciones corporativas de Metro de Madrid S.A

Procedure identifier: 6243cec2-89e2-4d54-9936-e8d9d87f883d

Previous notice: 481363-2025

Internal identifier: 6012500200

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72267000 Software maintenance and repair services, 72600000 Computer support and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 15 644 010,34 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0001

Title: SERVICIO GESTIONADO DE SOPORTE Y MANTENIMIENTO DE LAS APLICACIONES CORPORATIVAS DE METRO DE MADRID

Description: Contratación de un servicio gestionado de soporte y mantenimiento de las aplicaciones corporativas de Metro de Madrid S.A

Internal identifier: 6012500200

5.1.1. Purpose

Main nature of the contract: Services

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

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72267000 Software maintenance and repair services, 72600000 Computer support and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 4 Years

5.1.4. Renewal

Maximum renewals: 2

5.1.5. Value

Estimated value excluding VAT: 15 644 010,34 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Criterios cualitativos: 51%

Criterion:

Type: Price

Description: Criterios económicos: 49%

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 la Contratación Pública de la Comunidad de Madrid

Information about review deadlines: Para interponer reclamación en materia de contratación, los plazos serán los establecidos en el RDL 3/2020, en los términos previstos en su artículo 121

Organisation providing additional information about the procurement procedure: Metro de Madrid, S.A.

Organisation providing offline access to the procurement documents: Metro de Madrid, S.A.

6. Results

Value of all contracts awarded in this notice: 9 951 191,62 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: ACCENTURE, S.L.U.

Tender:

Tender identifier: OFERTA ACCENTURE, S.L.U.

Identifier of lot or group of lots: LOT-0001

Value of the tender: 9 951 191,62 EUR

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: 7226000290_ACCENTURE, S.L.U._SERVICIO GESTIONADO DE SOPORTE Y MANTENIMIENTO DE LAS APLICACIONES CORPORATIVAS DE METRO DE MADRID

Date on which the winner was chosen: 12/05/2026

Date of the conclusion of the contract: 14/07/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 8

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

Number of tenders or requests to participate received: 1

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 tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 8

8. Organisations

8.1. ORG-0001

Official name: Metro de Madrid, S.A.

Registration number: A28001352

Postal address: Avenida de Asturias 4

Town: Madrid

Postcode: 28029

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: doue@metromadrid.es

Telephone: +34 913798800

Internet address: www.metromadrid.es

Buyer profile: http://www.metromadrid.es/es/acceso_proveedores/index.html

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Registration number: S2801216I

Postal address: Plaza de Chamberí 8, 5ª planta

Town: Madrid

Postcode: 28010

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal.contratacion@madrid.org

Telephone: +34 917206346

Internet address: www.madrid.org

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Consejería de Vivienda, Transporte e Infraestructuras de la Comunidad Madrid

Registration number: S7800001E

Postal address: Calle Maudes, 17

Town: Madrid

Postcode: 28003

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: doue@metromadrid.es

Telephone: +34 915803100

Internet address: www.madrid.org

Roles of this organisation:

Organisation providing more information on the review procedures

8.1. ORG-0004

Official name: ACCENTURE, S.L.U.

Size of the economic operator: Large

Registration number: B79217790

Postal address: Paseo de la Castellana nº 85

Town: Madrid

Postcode: 28046

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: a.sotoca.pedregosa@accenture.com

Telephone: +34 915966228

Roles of this organisation:

Tenderer

Beneficial owner:

Official name: ACCENTURE, S.L.U.
Email: a.sotoca.pedregosa@accenture.com
Telephone: +34 915966228
Winner of these lots: LOT-0001

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

Notice information

Notice identifier/version: 549a346f-45ff-4868-84cd-d76b7bc422fa - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 30
Notice dispatch date: 15/07/2026 06:38:48 (UTC+00:00) Western European Time, GMT
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