

498536-2026 - Result

Spain – IT services: consulting, software development, Internet and support – Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

OJ S 137/2026 20/07/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: LANBIDE, Servicio Vasco de Empleo - Lanbide

Email: carlos.garcia@lanbide.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

Description: Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

Procedure identifier: c927cb85-a3d4-4b7b-8b91-16412a4d9b1d

Internal identifier: LAN/A-40/2026

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Abierto

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 1 321 600,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

Description: Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

Internal identifier: 1337515

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

5.1.3. Estimated duration

Start date: 01/05/2026

Duration end date: 31/12/2027

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Duración máxima de la prórroga: 20 meses

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: Cost

Description: Precio

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

Award criterion number: 55

Criterion:

Type: Quality

Description: Propuesta de enfoque funcional y técnico para la gestión de interacciones con la ciudadanía

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Modelo de organización del equipo de trabajo, metodología, seguimiento del proyecto y plan de riesgos

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de integración con otras aplicaciones de Lanbide

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: Órgano Administrativo de Recursos Contractuales

Organisation providing additional information about the procurement procedure: LANBIDE, Servicio Vasco de Empleo - Lanbide

Organisation providing more information on the review procedures: Asesoría Jurídica de Lanbide (Área de Contratación)

6. Results

Value of all contracts awarded in this notice: 374,31 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: INDRA BUSINESS CONSULTING, S.L.

Tender:

Tender identifier: 2336936

Identifier of lot or group of lots: LOT-0001

Value of the tender: 43,48 EUR

Subcontracting: No

Contract information:

Identifier of the contract: LAN/A-40/2026250_00001

Title: Servicio de soporte a la evolución y consolidación del modelo de atención omnicanal de Lanbide

Date of the conclusion of the contract: 15/07/2026

6.1.3. Non-winning tenderers

Non-winning tenderers

:

Official name: DEUSTO SEIDOR, S.A.

Tender:

Tender identifier: 2254812

Identifier of lot or group of lots: LOT-0001

Value of the tender: 58,33 EUR

Subcontracting: No

Non-winning tenderers

:

Official name: AYESA IBERMÁTICA, S.A.

Tender:

Tender identifier: 2254740

Identifier of lot or group of lots: LOT-0001

Value of the tender: 62,00 EUR

Subcontracting: No

Non-winning tenderers

:

Official name: DELOITTE CONSULTING, S.L.

Tender:

Tender identifier: 2254841

Identifier of lot or group of lots: LOT-0001

Value of the tender: 47,99 EUR

Subcontracting: No

Non-winning tenderers

:

Official name: ACCENTURE, S.L. (Sociedad Unipersonal)

Tender:

Tender identifier: 2254658

Identifier of lot or group of lots: LOT-0001

Value of the tender: 48,75 EUR

Subcontracting: No

Non-winning tenderers

:

Official name: TEKNEI CONSULTING, S.L.

Tender:

Tender identifier: 2254844

Identifier of lot or group of lots: LOT-0001

Value of the tender: 56,00 EUR

Subcontracting: No

Non-winning tenderers

:

Official name: KPMG ASESORES, S.L.

Tender:

Tender identifier: 2254718

Identifier of lot or group of lots: LOT-0001

Value of the tender: 57,76 EUR

Subcontracting: No

6.1.4. Statistical information**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 7

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 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: 7

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales

Registration number: 114652.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz
Town: Vitoria-Gasteiz
Postcode: 01010
Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain
Email: oararc@euskadi.eus
Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: LANBIDE, Servicio Vasco de Empleo - Lanbide
Registration number: Q01005711
Postal address: Jose Atxotegi, 1 Araba/Álava - Vitoria-Gasteiz 01009
Town: Vitoria-Gasteiz
Postcode: 01009
Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain
Contact point: Javier Rojas Alonso
Email: carlos.garcia@lanbide.eus
Telephone: +34 945181385
Internet address: <https://www.lanbide.euskadi.eus/>
Buyer profile: <https://www.contratacion.euskadi.eus/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Asesoría Jurídica de Lanbide (Área de Contratación)
Registration number: 114984.0
Postal address: C/ José Atxotegi, 1
Town: Vitoria-Gasteiz
Postcode: 01009
Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain
Email: carlos.garcia@lanbide.eus
Telephone: +34 945181403

Roles of this organisation:

Organisation providing more information on the review procedures

8.1. ORG-0005

Official name: INDRA BUSINESS CONSULTING, S.L.
Size of the economic operator: Large
Registration number: B82627019
Postal address: Calle Roc Boronat 133 Ptas 9 y 10
Town: Barcelona
Postcode: 08018
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Email: inchaurza@minsait.com
Telephone: +34 686742051

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0006

Official name: DEUSTO SEIDOR, S.A.

Size of the economic operator: Large

Registration number: A95191300

Postal address: C/ Paduleta, 55-1ª Planta. Ofic. 203 (Pol. Ind. Jundiz)

Town: Vitoria-Gasteiz

Postcode: 01015

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Email: licitaciones.norte.es@seidor.com

Telephone: +34 945200655

Roles of this organisation:

Tenderer

8.1. ORG-0007

Official name: AYESA IBERMÁTICA, S.A.

Size of the economic operator: Large

Registration number: A20038915

Postal address: Pº MIKELETEGI, Nº 5

Town: Donostia / San Sebastián

Postcode: 20009

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

Email: licitaciones@ayesa.com

Telephone: +34 943413500

Fax: +34 943308244

Roles of this organisation:

Tenderer

8.1. ORG-0008

Official name: DELOITTE CONSULTING, S.L.

Size of the economic operator: Large

Registration number: B81690471

Postal address: Plaza Pablo Ruiz Picasso 1

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: concursos@deloitte.es

Telephone: +34 915145000

Roles of this organisation:

Tenderer

8.1. ORG-0009

Official name: ACCENTURE, S.L. (Sociedad Unipersonal)

Size of the economic operator: Large

Registration number: B79217790

Postal address: Plaza Euskadi, 5
Town: Bilbao
Postcode: 48011
Country subdivision (NUTS): Bizkaia (ES213)
Country: Spain
Email: isabel.camarero@accenture.com
Telephone: 944228000

Roles of this organisation:

Tenderer

8.1. ORG-0010

Official name: TEKNEI CONSULTING, S.L.
Size of the economic operator: Large
Registration number: B42863910
Postal address: Gran Vía de Don Diego López de Haro nº17
Town: Bilbao
Postcode: 48001
Country subdivision (NUTS): Bizkaia (ES213)
Country: Spain
Email: concursos@teknei.com
Telephone: +34 944418842

Roles of this organisation:

Tenderer

8.1. ORG-0011

Official name: KPMG ASESORES, S.L.
Size of the economic operator: Large
Registration number: B82498650
Postal address: Plaza Euskadi 5 Planta 17ª
Town: Bilbao
Postcode: 48009
Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain
Email: natandiaz@kpmg.es
Telephone: +34 944797300

Roles of this organisation:

Tenderer

Notice information

Notice identifier/version: 1b0bdad7-ed18-411d-b325-ff9456b99aac - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 17/07/2026 10:00:03 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 498536-2026
OJ S issue number: 137/2026
Publication date: 20/07/2026