

524198-2026 - Competition

Spain – Customer-care services – Servicios de información y atención a las personas usuarias de la red de transporte público regular de autobúes, tren y metro de Mallorca; servicio de apoyo a la gestión de infraestructuras de la red TIB y servicio de control de calidad embarcado en los autobuses TIB

OJ S 144/2026 29/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Consorcio de Transportes de Mallorca

Email: contractacio@consorcidetransports.com

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicios de información y atención a las personas usuarias de la red de transporte público regular de autobúes, tren y metro de Mallorca; servicio de apoyo a la gestión de infraestructuras de la red TIB y servicio de control de calidad embarcado en los autobuses TIB

Description: Servicios que garantizan la gestión de la tarjeta única, la gestión de las reclamaciones e incidencias del servicio, la información del TIB, la gestión de las peticiones de servicios para grupos y la ayuda al control del servicio de autobuses interurbanos de Mallorca.

Procedure identifier: a7ad52d0-1c54-4e97-8578-b986dcdd94f6

Internal identifier: OB2025 31

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 71240000 Architectural, engineering and planning services

2.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 6 258 013,78 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Direct or indirect involvement in the preparation of this procurement procedure: Quedarán excluidos del procedimiento las personas o entidades que hayan participado de forma directa o indirecta en la preparación de este procedimiento

5. Lot

5.1. Lot: LOT-0000

Title: Servicios de información y atención a las personas usuarias de la red de transporte público regular de autobúes, tren y metro de Mallorca; servicio de apoyo a la gestión de infraestructuras de la red TIB y servicio de control de calidad embarcado en los autobuses TIB
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Internal identifier: OB2025 31

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 71240000 Architectural, engineering and planning services

5.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

5.1.3. Estimated duration

Duration: 4 Years

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: General yearly turnover

Description of selection criterion: Cifra anual de negocio

Criterion: References on specified services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 60

Criterion:

Type: Quality

Description: Propuesta técnica.

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

Award criterion number: 40

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=cr1QqXL2QZXXOjazN1Dw9Q%3D%3D

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=cr1QqXL2QZXXOjazN1Dw9Q%3D%3D

Languages in which tenders or requests to participate may be submitted: Spanish

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 11/09/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 14/09/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Consorci de Transports de Mallorca

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

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: Consorcio de Transportes de Mallorca - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: 15 día hábiles

Organisation providing more information on the review procedures: Consorcio de Transportes de Mallorca - Tribunal Administrativo Central de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Consorcio de Transportes de Mallorca

Registration number: 10993780143138

Registration number: Q0700528C

Town: Palma

Postcode: 07004

Country subdivision (NUTS): Menorca (ES533)

Country: Spain

Contact point: Consorcio de Transportes de Mallorca

Email: contractacio@consorcidetransports.com

Telephone: 971913194

Fax: 971913192

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=pL62OTGNbroQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Telephone: 913491446

Internet address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/Elprocedimientoderecursoycuestionesdenulidad.aspx>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal_recursos.contratos@minhap.es

Telephone: 913491446

Internet address: <https://www.hacienda.gob.es/es-ES/Areas%20Tematicas/Contratacion/TACRC/Paginas/Elprocedimientoderecursoycuestionesdenulidad.aspx>

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: fd04dd48-3b7e-407b-a5f3-e6f2189298a8 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 28/07/2026 07:58:20 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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OJ S issue number: 144/2026

Publication date: 29/07/2026