

110750-2026 - Competition

Spain – IT services: consulting, software development, Internet and support – Servicio de implantación de un centro único de atención de usuarios

OJ S 33/2026 17/02/2026

**Contract or concession notice – standard regime - Change notice
Services**

1. Buyer

1.1. Buyer

Official name: Ineco-Comité de Dirección

Email: ofertas@ineco.com

Legal type of the buyer: Public undertaking, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de implantación de un centro único de atención de usuarios

Description: Este expediente es una subcontratación derivada de Encargo, con valor estimado superior a 221.000,00 euros (contratación sujeta a regulación armonizada - SARA). Conforme a lo anteriormente expuesto, será de aplicación lo dispuesto en los artículos 156 y siguientes de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público

Procedure identifier: e7120e85-34b8-43e9-bf7a-1db1ee14a7aa

Internal identifier: 20260202-00035

Type of procedure: Open

The procedure is accelerated: no

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): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 1 572 140,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Insolvency: Los criterios de exclusión quedan recogidos en los pliegos de la licitación.

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de implantación de un centro único de atención de usuarios

Description: Este expediente es una subcontratación derivada de Encargo, con valor estimado superior a 221.000,00 euros (contratación sujeta a regulación armonizada - SARA). Conforme a lo anteriormente expuesto, será de aplicación lo dispuesto en los artículos 156 y siguientes de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público

Internal identifier: 20260202-00035

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): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Start date: 06/04/2026

Duration end date: 30/11/2027

5.1.4. Renewal

Maximum renewals: 0

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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización

Criterion: General yearly turnover

Description of selection criterion: Cifra anual de negocio

Criterion: References on specified services

Description of selection criterion: Trabajos realizados

Criterion: Tools, plant, or technical equipment

Description of selection criterion: Títulos académicos y profesionales del empresario y directivos, o responsables de la ejecución

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Criterio social.

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

Award criterion number: 5

Criterion:

Type: Quality
Description: medioambiente.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 5

Criterion:

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

Criterion:

Type: Quality
Description: Valoración técnica.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 35

Criterion:

Type: Quality
Description: Memoria anónima de planificación del servicio.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 15

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Idyyz5udqLw3vLk2DU2Ddg%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=Idyyz5udqLw3vLk2DU2Ddg%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 16/03/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 120 Days

Information about public opening:

Opening date: 16/03/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Place: INECO

Terms of contract:

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

Electronic invoicing: Required

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: Ineco-Comité de Dirección - Presentación de Recursos

Information about review deadlines: Conforme a las Instrucciones de contratación de Ineco

8. Organisations

8.1. ORG-0001

Official name: Ineco-Comité de Dirección

Registration number: 51600030203763

Registration number: A28220168

Town: Madrid

Postcode: 28036

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Ineco-Comité de Dirección

Email: ofertas@ineco.com

Telephone: 914521200

Internet address: <http://www.ineco.com>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=fKaPt8jrM2e9Hd5zqvq9cg%3D%3D>

Other contact points:

Official name: Presentación de Recursos

Town: Madrid

Postcode: 28022

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

10. Change

Version of the previous notice to be changed

:

20b129f1-cb27-4647-8f36-6d5425ebbe83-01

Main reason for change

:

Information updated

10.1. Change

Section identifier: PROCEDURE

Notice information

Notice identifier/version: f292e7bd-a130-497e-8d9f-4d16b72982c2 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 16/02/2026 13:16:58 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Spanish

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