

132141-2026 - Competition

Spain – Call centre – Servicio de atención al cliente en Contact Center para el Grupo Global Omnium

OJ S 39/2026 25/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Aguas de Valencia, S.A

Email: unidaddecontratacion@unidaddecontratacion.es

Activity of the contracting entity: Water-related activities

2. Procedure

2.1. Procedure

Title: Servicio de atención al cliente en Contact Center para el Grupo Global Omnium

Description: El contrato tiene por objeto satisfacer las necesidades de contratación del servicio de atención telefónica en contact center para Aguas de Valencia y sus empresas participadas. La contratación de dicho servicio viene motivada como consecuencia de la necesidad que existe de disponer de un centro único especializado de atención a distancia de solicitudes relativas a los servicios del ciclo integral del agua que prestan las sociedades adheridas a la licitación

Procedure identifier: 07b84747-c25d-472e-a189-4ec97eebc585

Internal identifier: EC-1729/2026

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 6 630 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document Request

5. Lot

5.1. Lot: LOT-0002

Title: Servicio de atención al cliente en Contact Center para el Grupo Global Omnium

Description: El contrato tiene por objeto satisfacer las necesidades de contratación del servicio de atención telefónica en contact center para Aguas de Valencia y sus empresas participadas. La contratación de dicho servicio viene motivada como consecuencia de la necesidad que existe de disponer de un centro único especializado de atención a distancia de solicitudes relativas a los servicios del ciclo integral del agua que prestan las sociedades adheridas a la licitación.

Internal identifier: EC-1729/2026

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 4

5.1.5. Value

Estimated value excluding VAT: 1 105 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Precio

Description: Conforme lo exigido en el PCAP que rige la licitación

Criterion:

Type: Quality

Name: Eficiencia Operativa en la atención de llamadas

Description: Conforme lo exigido en el PCAP que rige la licitación

Criterion:

Type: Quality

Name: Organización del trabajo

Description: Conforme lo exigido en el PCAP que rige la licitación

Criterion:

Type: Quality

Name: Medios Humanos

Description: Conforme lo exigido en el PCAP que rige la licitación

Criterion:

Type: Quality

Name: Medios materiales y tecnológicos

Description: Conforme lo exigido en el PCAP que rige la licitación

Criterion:

Type: Quality

Name: Modelo de arranque, seguimiento y mejora del servicio

Description: Conforme lo exigido en el PCAP que rige la licitación

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Spanish

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=0tuFEDGuejht5r0ngvMetA%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=0tuFEDGuejht5r0ngvMetA%3D%3D

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 25/03/2026 23:59:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

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

Conditions relating to the performance of the contract: Conforme lo descrito en el PCAP

A non-disclosure agreement is required: no

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

Legal form that must be taken by a group of tenderers that is awarded a contract:

VERDADERO

Financial arrangement: Conforme lo exigido en el PCAP

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: Aguas de Valencia, S.A

Information about review deadlines: Conforme lo descrito en el PCAP y ley 9/2017 de 8 de noviembre de contratos de sector público

Organisation providing additional information about the procurement procedure: Aguas de Valencia, S.A

Organisation providing offline access to the procurement documents: Aguas de Valencia, S.A

8. Organisations

8.1. ORG-0001

Official name: Aguas de Valencia, S.A

Registration number: A46000477

Postal address: Gran Vía Marques del Turia N°19

Town: Valencia

Postcode: 46005

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

Email: unidaddecontratacion@unidaddecontratacion.es

Telephone: 963980930

Buyer profile: www.aguasdevalencia.es

Roles of this organisation:

Buyer

TED eSender

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Review organisation

8.1. ORG-0002

Official name: Empresa Mixta d'Aigües d'Altafulla, S.A.

Registration number: A43850403

Postal address: Plaça del Pou, 1

Town: Altafulla

Postcode: 43893

Country subdivision (NUTS): Tarragona (ES514)

Country: Spain

Email: unidaddecontratacion@unidaddecontratacion.es

Telephone: 963980930

Roles of this organisation:

TED eSender

8.1. ORG-0003

Official name: Aigües de Sagunt, S.A.,

Registration number: A98155005

Postal address: Camí Reial, nº. 65-bajo

Town: Sagunto

Postcode: 46500

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

Email: unidaddecontratacion@unidaddecontratacion.es

Telephone: 963980930

Roles of this organisation:

TED eSender

8.1. ORG-0004

Official name: Empresa General Valenciana del Agua, S.A

Registration number: A46615159

Postal address: Gran Vía Marques del Turia N°17

Town: Valencia

Postcode: 46005
Country subdivision (NUTS): Valencia / València (ES523)
Country: Spain
Email: unidaddecontratacion@unidaddecontratacion.es
Telephone: 963980930
Roles of this organisation:
TED eSender

8.1. ORG-0005

Official name: Empresa Municipal de Serveis Públics, S.L.
Registration number: B43680479
Postal address: Plaça d'Espanya, 1
Town: Tortosa
Postcode: 43500
Country subdivision (NUTS): Tarragona (ES514)
Country: Spain
Email: unidaddecontratacion@unidaddecontratacion.es
Telephone: 963980930
Roles of this organisation:
TED eSender

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: db4d1c3b-3b5d-48d1-8865-9613081a5e31 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 17
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