

216153-2026 - Competition

Spain – Technical computer support services – Servicios de atención y soporte técnico a personas usuarias de la Univesrsidad Internacional de Andalucía.

OJ S 62/2026 30/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Rectorado de la Universidad Internacional de Andalucía

Email: patrimonio.contratacion@unia.es

Legal type of the buyer: Body governed by public law, controlled by a regional authority

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Servicios de atención y soporte técnico a personas usuarias de la Univesrsidad Internacional de Andalucía.

Description: El presente contrato tiene por objeto la contratación de los servicios de atención a personas usuarias, así como el mantenimiento y soporte de equipos y sistemas informáticos, hardware, telefonía móvil, sistemas operativos y software estándar, que existen en producción en las infraestructuras de los sistemas de información de la Universidad, y de los vinculados a la docencia, la microinformática y otros servicios básicos de Tecnologías de la Información y la Comunicación (TIC) en la Universidad Internacional de Andalucía (UNIA), de acuerdo con las especificaciones que se recogen en el Pliego de Prescripciones Técnicas.

Procedure identifier: 6c84e294-52f7-4f25-8a38-f412137151ca

Internal identifier: AB23/2025

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72250000 System and support services

2.1.2. Place of performance

Country subdivision (NUTS): Almería (ES611)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Cádiz (ES612)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Córdoba (ES613)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Granada (ES614)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Huelva (ES615)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Jaén (ES616)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Málaga (ES617)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Sevilla (ES618)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 430 237,44 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 4

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 4

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: VER Pliego de Clausulas Administrativas Particulares

5. Lot

5.1. Lot: LOT-0001

Title: Sede La Cartuja-Rectorado, Sevilla.

Description: Sede La Cartuja-Rectorado, Sevilla.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72250000 System and support services

5.1.2. Place of performance

Country subdivision (NUTS): Sevilla (ES618)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Posibilidad de realizar DOS (2) prórrogas de DOCE (12) meses cada una de ellas. (Ver apartado 3 del Anexo I del PCAP).

5.1.5. Value

Estimated value excluding VAT: 141 285,60 EUR

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

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: 8.B.1. PROPOSICIÓN ECONÓMICA..

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

Award criterion number: 55

Criterion:

Type: Quality

Description: 8.B.2 COMPROMISO DE REDUCCIÓN DEL PERIODO MÍNIMO DE PREAVISO PARA LA SOLICITUD Y MODIFICACIÓN DE LA PRESTACIÓN DEL SERVICIO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.3. COMPROMISO DE REDUCCIÓN DE HORAS MÍNIMAS POR SERVICIO SOLICITADO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.4. COMPROMISO DE SISTEMA DE CONTROL DE PRESENCIA INFORMATIZADO..

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

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kftAAKALpm3ECtSnloz%2BZQ%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=kftAAKALpm3ECtSnloz%2BZQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/05/2026 10:00:00 (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: 07/05/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sesión privada para los miembros de la Mesa a través de Google Meet

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: Ver Anexo I- apartado 9 del PCAP..

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: Rectorado de la Universidad Internacional de Andalucía - Tribunal administrativos de recursos contractuales de la Junta de Andalucía

Information about review deadlines: Plazo de quince días hábiles a contar a partir del día siguiente al de la notificación del acto impugnado. Cuando se interponga contra el anuncio de licitación: Plazo de quince días hábiles, el plazo comenzará a contarse a partir del día siguiente al de su publicación en el perfil de contratante.

Organisation providing more information on the review procedures: Rectorado de la Universidad Internacional de Andalucía - Universidad Internacional de Andalucía

5.1. Lot: LOT-0002

Title: Sede Santa María de La Rábida, Palos de la Frontera, Huelva.

Description: Sede Santa María de La Rábida, Palos de la Frontera, Huelva.

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72250000 System and support services

5.1.2. Place of performance

Country subdivision (NUTS): Huelva (ES615)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Posibilidad de realizar DOS (2) prórrogas de DOCE (12) meses cada una de ellas. (Ver apartado 3 del Anexo I del PCAP).

5.1.5. Value

Estimated value excluding VAT: 45 576,00 EUR

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

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: 8.B.1. PROPOSICIÓN ECONÓMICA..

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

Award criterion number: 55

Criterion:

Type: Quality

Description: 8.B.2 COMPROMISO DE REDUCCIÓN DEL PERIODO MÍNIMO DE PREAVISO PARA LA SOLICITUD Y MODIFICACIÓN DE LA PRESTACIÓN DEL SERVICIO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.3. COMPROMISO DE REDUCCIÓN DE HORAS MÍNIMAS POR SERVICIO SOLICITADO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.4. COMPROMISO DE SISTEMA DE CONTROL DE PRESENCIA INFORMATIZADO..

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

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kftAAKALpm3ECtSnloz%2BZQ%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=kftAAKALpm3ECtSnloz%2BZQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/05/2026 10:00:00 (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: 07/05/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sesión privada para los miembros de la Mesa a través de Google Meet

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: Ver Anexo I- apartado 9 del PCAP..

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: Rectorado de la Universidad Internacional de Andalucía - Tribunal administrativos de recursos contractuales de la Junta de Andalucía

Information about review deadlines: Plazo de quince días hábiles a contar a partir del día siguiente al de la notificación del acto impugnado. Cuando se interponga contra el anuncio de licitación: Plazo de quince días hábiles, el plazo comenzará a contarse a partir del día siguiente al de su publicación en el perfil de contratante.

Organisation providing more information on the review procedures: Rectorado de la Universidad Internacional de Andalucía - Universidad Internacional de Andalucía

5.1. Lot: LOT-0003

Title: Sede Antonio Machado, Baeza, Jaén.

Description: Sede Antonio Machado, Baeza, Jaén.

Internal identifier: 3

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72250000 System and support services

5.1.2. Place of performance

Country subdivision (NUTS): Jaén (ES616)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Posibilidad de realizar DOS (2) prórrogas de DOCE (12) meses cada una de ellas. (Ver apartado 3 del Anexo I del PCAP).

5.1.5. Value

Estimated value excluding VAT: 197 799,84 EUR

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

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: 8.B.1. PROPOSICIÓN ECONÓMICA..

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

Award criterion number: 55

Criterion:

Type: Quality

Description: 8.B.2 COMPROMISO DE REDUCCIÓN DEL PERIODO MÍNIMO DE PREAVISO PARA LA SOLICITUD Y MODIFICACIÓN DE LA PRESTACIÓN DEL SERVICIO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.3. COMPROMISO DE REDUCCIÓN DE HORAS MÍNIMAS POR SERVICIO SOLICITADO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.4. COMPROMISO DE SISTEMA DE CONTROL DE PRESENCIA INFORMATIZADO..

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

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kftAAKALpm3ECtSnloz%2BZQ%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=kftAAKALpm3ECtSnloz%2BZQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/05/2026 10:00:00 (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: 07/05/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sesión privada para los miembros de la Mesa a través de Google Meet

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: Ver Anexo I- apartado 9 del PCAP..

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: Rectorado de la Universidad Internacional de Andalucía - Tribunal administrativos de recursos contractuales de la Junta de Andalucía

Information about review deadlines: Plazo de quince días hábiles a contar a partir del día siguiente al de la notificación del acto impugnado. Cuando se interponga contra el anuncio de licitación: Plazo de quince días hábiles, el plazo comenzará a contarse a partir del día siguiente al de su publicación en el perfil de contratante.

Organisation providing more information on the review procedures: Rectorado de la Universidad Internacional de Andalucía - Universidad Internacional de Andalucía

5.1. Lot: LOT-0004

Title: Sede Tecnológica, Málaga.

Description: Sede Tecnológica, Málaga.

Internal identifier: 4

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72250000 System and support services

5.1.2. Place of performance

Country subdivision (NUTS): Málaga (ES617)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Posibilidad de realizar DOS (2) prórrogas de DOCE (12) meses cada una de ellas. (Ver apartado 3 del Anexo I del PCAP).

5.1.5. Value

Estimated value excluding VAT: 45 576,00 EUR

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

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: 8.B.1. PROPOSICIÓN ECONÓMICA..

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

Award criterion number: 55

Criterion:

Type: Quality

Description: 8.B.2 COMPROMISO DE REDUCCIÓN DEL PERIODO MÍNIMO DE PREAVISO PARA LA SOLICITUD Y MODIFICACIÓN DE LA PRESTACIÓN DEL SERVICIO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.3. COMPROMISO DE REDUCCIÓN DE HORAS MÍNIMAS POR SERVICIO SOLICITADO..

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 8.B.4. COMPROMISO DE SISTEMA DE CONTROL DE PRESENCIA INFORMATIZADO..

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

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kftAAKALpm3ECtSnloz%2BZQ%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=kftAAKALpm3ECtSnloz%2BZQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/05/2026 10:00:00 (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: 07/05/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sesión privada para los miembros de la Mesa a través de Google Meet

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: Ver Anexo I- apartado 9 del PCAP..

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: Rectorado de la Universidad Internacional de Andalucía - Tribunal administrativos de recursos contractuales de la Junta de Andalucía

Information about review deadlines: Plazo de quince días hábiles a contar a partir del día siguiente al de la notificación del acto impugnado. Cuando se interponga contra el anuncio de licitación: Plazo de quince días hábiles, el plazo comenzará a contarse a partir del día siguiente al de su publicación en el perfil de contratante.

Organisation providing more information on the review procedures: Rectorado de la Universidad Internacional de Andalucía - Universidad Internacional de Andalucía

8. Organisations

8.1. ORG-0001

Official name: Rectorado de la Universidad Internacional de Andalucía

Registration number: 40893020133062

Registration number: Q7350007F

Town: Sevilla

Postcode: 41092
Country subdivision (NUTS): Sevilla (ES618)
Country: Spain
Contact point: Rectorado de la Universidad Internacional de Andalucía
Email: patrimonio.contratacion@unia.es
Telephone: 954462299
Fax: 954462288
Internet address: <http://www.unia.es>
Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=HdHa8jWISREQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Universidad Internacional de Andalucía
Town: Sevilla
Postcode: 41092
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: patrimonio.contratacion@unia.es
Telephone: 954462200

Other contact points:

Official name: Tribunal administrativos de recursos contractuales de la Junta de Andalucía
Town: Sevilla
Postcode: 41001
Country subdivision (NUTS): Sevilla (ES618)
Country: Spain
Email: tarcja@juntadeandalucia.es
Telephone: 671530856

Roles of this organisation:

Buyer
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 00e65df7-4ed8-4f51-8bb7-5377accebd4c - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 27/03/2026 08:32:02 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 216153-2026
OJ S issue number: 62/2026
Publication date: 30/03/2026