

230268-2026 - Competition

Spain – Reception services – PROVISION OF AUXILIARY SERVICES FOR USER AND VISITOR ASSISTANCE, RECEPTION AND INFORMATION, AS WELL AS ACCESS CONTROL AND GALLERY SUPERVISION FOR THE MUSEUM SPACES OF BILBAO BIZKAIA MUSEOAK
OJ S 65/2026 02/04/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: BILBAO BIZKAIA MUSEOAK S.L

Email: ziortza.cayero@bmuseoak.eus

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

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: PROVISION OF AUXILIARY SERVICES FOR USER AND VISITOR ASSISTANCE, RECEPTION AND INFORMATION, AS WELL AS ACCESS CONTROL AND GALLERY SUPERVISION FOR THE MUSEUM SPACES OF BILBAO BIZKAIA MUSEOAK

Description: PROVISION OF AUXILIARY SERVICES FOR USER AND VISITOR ASSISTANCE, RECEPTION AND INFORMATION, AS WELL AS ACCESS CONTROL AND GALLERY SUPERVISION FOR THE MUSEUM SPACES OF BILBAO BIZKAIA MUSEOAK

Procedure identifier: 1f98a287-ca78-469e-b189-36ac4fdcf481

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

2.1.2. Place of performance

Town: Bilbo

Postcode: 48003

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: PROVISION OF AUXILIARY SERVICES FOR USER AND VISITOR ASSISTANCE, RECEPTION AND INFORMATION, AS WELL AS ACCESS CONTROL AND GALLERY SUPERVISION FOR THE MUSEUM SPACES OF BILBAO BIZKAIA MUSEOAK.

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5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Other duration: Unknown

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: General yearly turnover

Description of selection criterion: ECONOMIC AND TECHNICAL CRITERIA

5.1.11. Procurement documents

Deadline for requesting additional information: 17/04/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.contratacion.euskadi.eus/inicio/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.contratacion.euskadi.eus/inicio/>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 02/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Terms of contract:

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

Electronic invoicing: Not allowed

Electronic ordering will be used: yes

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

Electronic auction: yes

5.1.16. Further information, mediation and review

Review organisation: BILBAO BIZKAIA MUSEOAK S.L

Organisation providing more information on the review procedures: BILBAO BIZKAIA MUSEOAK S.L

8. Organisations

8.1. ORG-0001

Official name: BILBAO BIZKAIA MUSEOAK S.L

Registration number: B95746368

Town: Bilbo

Postcode: 48003

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Email: ziortza.cayero@bmuseoak.eus

Telephone: 944157673

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

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

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