

## 236788-2026 - Competition

Spain – Telephone operator services – Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

OJ S 68/2026 08/04/2026

Contract or concession notice – standard regime  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Director Gerente de FREMAP

Email: [licitaciones@fremap.es](mailto:licitaciones@fremap.es)

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

Activity of the contracting authority: Social protection

### 2. Procedure

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#### 2.1. Procedure

Title: Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

Description: Las necesidades que deben satisfacerse mediante este procedimiento se especifican, describen en detalle y justifican en la Memoria de Necesidades que se publica con el mismo.

Procedure identifier: fa7b8664-6437-47da-be23-586d43b4d8d9

Internal identifier: LICT/99/119/2025/0006

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

##### 2.1.2. Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

##### 2.1.2. Place of performance

Country subdivision (NUTS): Lugo (ES112)

Country: Spain

##### 2.1.2. Place of performance

Country subdivision (NUTS): Ourense (ES113)

Country: Spain

##### 2.1.2. Place of performance

Country subdivision (NUTS): Pontevedra (ES114)

Country: Spain

- 2.1.2. Place of performance**  
Country subdivision (NUTS): Asturias (ES120)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Cantabria (ES130)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Araba/Álava (ES211)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Gipuzkoa (ES212)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Bizkaia (ES213)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Navarra (ES220)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): La Rioja (ES230)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Huesca (ES241)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Teruel (ES242)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Zaragoza (ES243)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Madrid (ES300)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Ávila (ES411)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Burgos (ES412)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): León (ES413)  
Country: Spain

- 2.1.2. Place of performance**  
Country subdivision (NUTS): Palencia (ES414)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Salamanca (ES415)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Segovia (ES416)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Soria (ES417)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Valladolid (ES418)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Zamora (ES419)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Albacete (ES421)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Ciudad Real (ES422)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Cuenca (ES423)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Guadalajara (ES424)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Toledo (ES425)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Badajoz (ES431)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Cáceres (ES432)  
Country: Spain
- 2.1.2. Place of performance**  
Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Girona (ES512)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Lleida (ES513)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Tarragona (ES514)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Alicante / Alacant (ES521)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Castellón / Castelló (ES522)

Country: Spain

**2.1.2. Place of performance**

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

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Eivissa y Formentera (ES531)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Menorca (ES533)

Country: Spain

**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

**2.1.2. Place of performance**

Country subdivision (NUTS): Murcia (ES620)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Ceuta (ES630)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Melilla (ES640)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): El Hierro (ES703)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Fuerteventura (ES704)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Gran Canaria (ES705)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): La Gomera (ES706)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): La Palma (ES707)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Lanzarote (ES708)  
Country: Spain

**2.1.2. Place of performance**

Country subdivision (NUTS): Tenerife (ES709)  
Country: Spain

### 2.1.3. Value

Estimated value excluding VAT: 1 501 431,05 EUR

### 2.1.4. General information

#### Legal basis:

Directive 2014/24/EU

### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Corruption: Motivos de exclusión

Conflict of interest due to its participation in the procurement procedure: Motivos de exclusión

Terrorist offences or offences linked to terrorist activities: Motivos de exclusión

Assets being administered by liquidator: Motivos de exclusión

Breaching of obligations in the fields of environmental law: Motivos de exclusión

Bankruptcy: Motivos de exclusión

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Motivos de exclusión

Breaching of obligations in the fields of social law: Motivos de exclusión

Breaching of obligations set under purely national exclusion grounds: Motivos de exclusión

Early termination, damages, or other comparable sanctions: Motivos de exclusión

Money laundering or terrorist financing: Motivos de exclusión

Child labour and including other forms of trafficking in human beings: Motivos de exclusión

Fraud: Motivos de exclusión

Breaching of obligations in the fields of labour law: Motivos de exclusión

Direct or indirect involvement in the preparation of this procurement procedure: Motivos de exclusión

Business activities are suspended: Motivos de exclusión

Grave professional misconduct: Motivos de exclusión

Breaching obligation relating to payment of taxes: Motivos de exclusión

Agreements with other economic operators aimed at distorting competition: Motivos de exclusión

Insolvency: Motivos de exclusión

Participation in a criminal organisation: Motivos de exclusión

Arrangement with creditors: Motivos de exclusión

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Motivos de exclusión

Breaching obligation relating to payment of social security contributions: Motivos de exclusión

## 5. Lot

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### 5.1. Lot: LOT-0000

Title: Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

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Country subdivision (NUTS): Ceuta (ES630)  
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- 5.1.2. Place of performance**  
Country subdivision (NUTS): Melilla (ES640)  
Country: Spain
- 5.1.2. Place of performance**  
Country subdivision (NUTS): El Hierro (ES703)  
Country: Spain
- 5.1.2. Place of performance**  
Country subdivision (NUTS): Fuerteventura (ES704)  
Country: Spain
- 5.1.2. Place of performance**  
Country subdivision (NUTS): Gran Canaria (ES705)  
Country: Spain

### 5.1.2. Place of performance

Country subdivision (NUTS): La Gomera (ES706)

Country: Spain

### 5.1.2. Place of performance

Country subdivision (NUTS): La Palma (ES707)

Country: Spain

### 5.1.2. Place of performance

Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

### 5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

### 5.1.3. Estimated duration

Duration: 24 Months

### 5.1.6. General information

#### Reserved participation:

Participation is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons.

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: Cifra anual de negocio

Criterion: References on specified services

Description of selection criterion: Trabajos realizados

### 5.1.10. Award criteria

#### Criterion:

Type: Price

Description: 01. Oferta económica.

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

Award criterion number: 35

#### Criterion:

Type: Quality

Description: 02. Experiencia del responsable del contrato.

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

Award criterion number: 15

#### Criterion:

Type: Quality

Description: 03. Certificados de calidad del servicio Call Center.

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

Award criterion number: 18

#### Criterion:

Type: Quality

Description: 04. Uso de IA como agente con información de FREMAP.

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

Award criterion number: 14

**Criterion:**

Type: Quality

Description: 05. Uso de IA para formación interna.

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

Award criterion number: 10

**Criterion:**

Type: Quality

Description: 06. Realización de informes Power BI.

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

Award criterion number: 8

**5.1.11. Procurement documents**

Address of the procurement documents: [https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle\\_licitacion&idEvl=kCKHcYCGAcEeIBJRHQiPkQ%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kCKHcYCGAcEeIBJRHQiPkQ%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=kCKHcYCGAcEeIBJRHQiPkQ%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=kCKHcYCGAcEeIBJRHQiPkQ%3D%3D)

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 07/05/2026 14:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 12 Months

**Information about public opening:**

Opening date: 20/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: La apertura será electrónica y cualquier interesado podrá asistir ONLINE, siguiendo las instrucciones de la nota de fechas del expediente, no siendo posible la presencia física al acto de apertura

**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: La descripción concreta de esta condición especial de ejecución se detalla en el Pliego de Cláusulas Administrativas tal y como establece la normativa.

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: Director Gerente de FREMAP - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: El plazo de presentación de recursos será el establecido en la normativa de Contratación Pública.

## 8. Organisations

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### 8.1. ORG-0001

Official name: Director Gerente de FREMAP

Registration number: 50103610015161

Registration number: G28207017

Town: Majadahonda (Madrid)

Postcode: 28222

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Director Gerente de FREMAP

Email: [licitaciones@fremap.es](mailto:licitaciones@fremap.es)

Telephone: 917322876

Internet address: <http://www.fremap.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Rs4EFuSeMgl%3D>

#### **Other contact points:**

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Tribunal Administrativo Central de Recursos Contractuales

Email: [tribunal\\_recursos.contratos@hacienda.gob.es](mailto:tribunal_recursos.contratos@hacienda.gob.es)

Telephone: +34 913491319

Fax: +34 913491441

#### **Roles of this organisation:**

Buyer

Review organisation

## Notice information

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Notice identifier/version: 3a79b5ab-1f2c-4d9c-89a0-5ccd602ec3b0 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 06/04/2026 08:11:42 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 236788-2026

OJ S issue number: 68/2026

Publication date: 08/04/2026