

## 237120-2026 - Competition

Spain – Customer-care services – Servicio de Atención y Soporte a Usuarios

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: Dirección General de la Entidad Pública Empresarial RED.ES

Email: [sg.contratacion@red.es](mailto:sg.contratacion@red.es)

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Servicio de Atención y Soporte a Usuarios

Description: Servicio de Atención y Soporte a Usuarios

Procedure identifier: 2568a80b-b877-42e8-ae7b-bbc9fec361a7

Internal identifier: 005/26-SI

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional 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: 8 918 383,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

##### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Corruption: Así como todos los contemplados en los pliegos, la normativa aplicable al procedimiento de contratación, en particular, el artículo 71 de la LCSP

### 5. Lot

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#### 5.1. Lot: LOT-0000

Title: Servicio de Atención y Soporte a Usuarios

Description: Servicio de Atención y Soporte a Usuarios

Internal identifier: 005/26-SI

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional 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

Duration: 36 Months

#### 5.1.6. General information

##### Reserved participation:

Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

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

#### 5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

#### 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: Criterio Económico.

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

Award criterion number: 35

##### Criterion:

Type: Quality

Description: Criterios técnicos cuantificables.

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

Award criterion number: 20

##### Criterion:

Type: Quality

Description: Criterios juicio de valor.

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

Award criterion number: 45

#### 5.1.11. Procurement documents

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

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 24/04/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

**Information about public opening:**

Opening date: 08/06/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Acto público retransmitido en <https://sede.red.gob.es/licitaciones>

Opening date: 07/05/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

**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: Dirección General de la Entidad Pública Empresarial RED.ES - Entidad Pública Empresarial Red.es

Information about review deadlines: Según la ley establecida

Organisation providing more information on the review procedures: Dirección General de la Entidad Pública Empresarial RED.ES - Entidad Pública Empresarial Red.es

## 8. Organisations

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**8.1. ORG-0001**

Official name: Dirección General de la Entidad Pública Empresarial RED.ES

Registration number: 10000200000350

Registration number: Q2891006E

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Dirección General de la Entidad Pública Empresarial RED.ES

Email: [sg.contratacion@red.es](mailto:sg.contratacion@red.es)

Telephone: +34 912127620

Fax: +34 912016371

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

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

**Other contact points:**

Official name: Entidad Pública Empresarial Red.es

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: [sg.contratacion@red.es](mailto:sg.contratacion@red.es)

**Other contact points:**

Official name: Entidad Pública Empresarial Red.es

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: [sg.contratacion@red.es](mailto:sg.contratacion@red.es)

**Roles of this organisation:**

Buyer

Review organisation

Organisation providing more information on the review procedures

## Notice information

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Notice identifier/version: 84c0b258-ec37-4a26-a363-cd852ef08803 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 06/04/2026 11:51:50 (UTC+02:00) Eastern European Time, Central European Summer Time

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