

237973-2026 - Competition

Spain – Customer-care services – Servicio de atención a la ciudadanía del Ministerio de Ciencia, Innovación y Universidades.

OJ S 68/2026 08/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Subsecretaría de Ciencia, Innovación y Universidades

Email: mesa.decontratacion@ciencia.gob.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de atención a la ciudadanía del Ministerio de Ciencia, Innovación y Universidades.

Description: Servicio de atención a la ciudadanía del MICIU mediante un sistema de gestión y comunicación altamente eficiente, diseñado para responder a la creciente demanda y reducir significativamente los tiempos de respuesta.

Procedure identifier: 01d82d35-94ab-4d34-bbb4-69e8bfd80cc5

Internal identifier: 202500000216

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

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: 140 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: Motivos de exclusión de la legislación vigente.

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de atención a la ciudadanía del Ministerio de Ciencia, Innovación y Universidades.

Description: Servicio de atención a la ciudadanía del MICIU mediante un sistema de gestión y comunicación altamente eficiente, diseñado para responder a la creciente demanda y reducir significativamente los tiempos de respuesta.

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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: 12 Months

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

5.1.9. 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: Quality

Description: Automatización del sistema integrado en el servicio..

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Duración del periodo de implantación del servicio..

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

Award criterion number: 5

Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Exposición de la propuesta..

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Solución innovadora..

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

Award criterion number: 35

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=cCq4o1lczc9Whbmkna2nXQ%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=cCq4o1lczc9Whbmkna2nXQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 11/05/2026 14:00:00 (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: 14/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Telemático

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Telemático

Opening date: 14/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Telemático

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 apartado 24 del Anexo I del Pliego de cláusulas administrativas particulares..

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: Subsecretaría de Ciencia, Innovación y Universidades - Ministerio de Ciencia, Innovación y Universidades

Information about review deadlines: Conforme al art. 50 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Público.

8. Organisations

8.1. ORG-0001

Official name: Subsecretaría de Ciencia, Innovación y Universidades

Registration number: 11230060166766

Registration number: S2801395A

Town: Madrid

Postcode: 28046

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Subsecretaría de Ciencia, Innovación y Universidades

Email: mesa.decontratacion@ciencia.gob.es

Telephone: +34 916037617

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=ZMB0Mn6KOZjnSoTX3z%2F7wA%3D%3D>

Other contact points:

Official name: Ministerio de Ciencia, Innovación y Universidades

Town: Madrid

Postcode: 28046

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: e0f5c3b1-a76a-4349-a092-e73944b25561 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 07/04/2026 13:50:32 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 237973-2026

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Publication date: 08/04/2026