

251304-2026 - Competition

Spain – IT services: consulting, software development, Internet and support – Servicio gestionado de soporte, mantenimiento y evolución del Sistema de Información del Sistema para la Autonomía Personal y Atención a la Dependencia (SISAAD) y aplicaciones del IMSERSO vinculadas a la Dependencia y la Discapacidad

OJ S 72/2026 14/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Dirección General del Instituto de Mayores y Servicios Sociales

Email: area.contratacion.inversiones@imserso.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Servicio gestionado de soporte, mantenimiento y evolución del Sistema de Información del Sistema para la Autonomía Personal y Atención a la Dependencia (SISAAD) y aplicaciones del IMSERSO vinculadas a la Dependencia y la Discapacidad

Description: Servicio gestionado de soporte, mantenimiento y evolución del Sistema de Información del Sistema para la Autonomía Personal y Atención a la Dependencia (SISAAD) y aplicaciones del IMSERSO vinculadas a la Dependencia y la Discapacidad

Procedure identifier: 4b2bfd73-d2cc-40b5-94fc-6271b3962082

Previous notice: bb146a8c-ca0f-48c3-8805-58a52a82cf75-01

Internal identifier: 231/2026

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main 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: 4 140 926,39 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

5. Lot

5.1. Lot: LOT-0000

Title: Servicio gestionado de soporte, mantenimiento y evolución del Sistema de Información del Sistema para la Autonomía Personal y Atención a la Dependencia (SISAAD) y aplicaciones del IMSERSO vinculadas a la Dependencia y la Discapacidad

Description: Servicio gestionado de soporte, mantenimiento y evolución del Sistema de Información del Sistema para la Autonomía Personal y Atención a la Dependencia (SISAAD) y aplicaciones del IMSERSO vinculadas a la Dependencia y la Discapacidad

Internal identifier: 231/2026

5.1.1. Purpose

Main nature of the contract: Services

Main 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: 24 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Prórroga: SI Duración de la prórroga: 24 meses desde su formalización.

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

5.1.7. Strategic procurement

Aim of strategic procurement: Fulfilment of social objectives

Description: Cumplimiento de objetivos sociales

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

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Medidas de gestión medioambiental

Criterion: Certificates by quality control institutes

Description of selection criterion: Certificados de control de calidad expedidos por los institutos o servicios oficiales

5.1.10. Award criteria

Criterion:

Type: Price

Description: 2.1 PRECIO.

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

Award criterion number: 40

Criterion:

Type: Quality

Description: 2.2.1.1 N° horas anuales adicionales comprometidas a tareas planificadas en el IMSERSO con carácter excepcional en horarios fuera de jornada laboral.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: 2.2.1.2 N° horas anuales adicionales comprometidas a tareas para resolución de incidencias críticas en el IMSERSO con carácter excepcional en horarios fuera de jornada laboral.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: 2.2.2. Mejoras al servicio prestado.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 1.1 SOLUCION TECNICA OFERTADA.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: 1.2.1 CALIDAD DE PLAN DE ASUNCION DEL SERVICIO.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: 1.2.2 CALIDAD DE PLAN DE DEVOLUCION DEL SERVICIO.

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=IAAJKhW8xrKcCF8sV%2BqtYA%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=IAAJKhw8xrKcCF8sV%2BqtYA%3D%3D

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 29/04/2026 23:59:00 (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: 30/04/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Imserso

Opening date: 26/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Imserso

Opening date: 07/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Imserso

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: ANEXO 1B.

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 del Instituto de Mayores y Servicios Sociales - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: Recurso especial de 15 días hábiles

8. Organisations

8.1. ORG-0001

Official name: Dirección General del Instituto de Mayores y Servicios Sociales

Registration number: 10000440052321

Registration number: Q2827004I

Town: Madrid

Postcode: 28029

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Dirección General del Instituto de Mayores y Servicios Sociales

Email: area.contratacion.inversiones@imserso.es

Telephone: 917033749

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=%2FlenFWdN6mgQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <https://sedeminhap.gob.es/es-ES/Sedes/TACRC/Paginas/Default.aspx>

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: d6fa82ca-32dd-4f5d-8b40-0876b27e51ef - 01

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Notice type: Contract or concession notice – standard regime

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