

269447-2026 - Competition

Spain – Computer support services – Servicio de soporte al puesto de trabajo y atención a usuarios/as

OJ S 76/2026 20/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Mesa de Les Corts Valencianes

Email: contractacio@corts.es

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de soporte al puesto de trabajo y atención a usuarios/as

Description: Segun pliego de prescripciones técnicas

Procedure identifier: f6ba459c-2460-4bae-bb55-894e75d568b2

Internal identifier: CV-TIC-2026-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72610000 Computer support services

2.1.2. Place of performance

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

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 411 013,10 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 in the fields of labour law: Incumplimiento de obligaciones en materia de legislación laboral

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de soporte al puesto de trabajo y atención a usuarios/as

Description: Segun pliego de prescripciones técnicas

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72610000 Computer support services

5.1.2. Place of performance

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

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: El contrato podrá ser prorrogado por periodos anuales, por mutuo acuerdo de las partes antes de la finalización de la vigencia inicial o de sus prórrogas, hasta un máximo de TRES (3) AÑOS adicionales. La duración total del contrato, incluidas todas sus posibles prórrogas, no excederá de CINCO (5) AÑOS

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: Price

Description: A.1 Proposición económica.

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

Award criterion number: 55

Criterion:

Type: Quality

Description: A.2 Bolsa de horas adicionales de soporte técnico.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: A.3 Certificaciones profesionales.

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

Award criterion number: 4

Criterion:

Type: Quality

Description: A.4 Plan de formación continua.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 4

Criterion:

Type: Quality
Description: B.1 Modelo organizativo y operativo .
Category of award weight criterion: Weight (points, exact)
Award criterion number: 12

Criterion:

Type: Quality
Description: B.2 Control, calidad e inventario.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 5

Criterion:

Type: Quality
Description: B.3 Estabilidad del equipo y contingencia.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 6

Criterion:

Type: Quality
Description: B.4 Soporte institucional y gestión del conocimiento .
Category of award weight criterion: Weight (points, exact)
Award criterion number: 9

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=%2Fybu3ZgSeW62gkLQ8TeYKA%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=%2Fybu3ZgSeW62gkLQ8TeYKA%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 18/05/2026 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: 28/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Acto telemático

Terms of contract:

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

Electronic invoicing: Allowed

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: Mesa de Les Corts Valencianes - Tribunal Administrativo Central de Recursos Contractuales (TACRC)

Information about review deadlines: hasta 2026-05-19+02:00

Organisation providing more information on the review procedures: Mesa de Les Corts Valencianes - Tribunal Administrativo Central de Recursos Contractuales (TACRC)

8. Organisations

8.1. ORG-0001

Official name: Mesa de Les Corts Valencianes

Registration number: 20848210128581

Registration number: S9600003I

Town: Valencia

Postcode: 46003

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

Country: Spain

Contact point: Mesa de Les Corts Valencianes

Email: contractacio@corts.es

Telephone: +034 963188000

Internet address: <https://www.cortsvalencianes.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=tKfikbY086EQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales (TACRC)

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Internet address: <http://tribunalcontratos.gob.es>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales (TACRC)

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

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

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: aa9ca606-bdde-4fb8-b0ba-19f3f032c809 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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