

281744-2026 - Competition

Spain – Customer-care services – Servicio de Contact Center Sareb

OJ S 80/2026 24/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Consejo de Administración de la Sociedad de Gestión de Activos procedentes de la Reestructuración Bancaria, S.A

Email: compras@sareb.es

Legal type of the buyer: Public undertaking, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de Contact Center Sareb

Description: Procedimiento abierto

Procedure identifier: 475dd85c-9343-4ec8-af69-ba904121b254

Internal identifier: 2026-P077

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): 79510000 Telephone-answering services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 678 912,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Direct or indirect involvement in the preparation of this procurement procedure: Los que indica el DEUC

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de Contact Center Sareb

Description: Procedimiento abierto

Internal identifier: 2026-P077

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

Additional classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Se prevé una prórroga por un plazo de 12 meses

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

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: Tools, plant, or technical equipment

Description of selection criterion: Títulos académicos y profesionales del empresario y directivos, o responsables de la ejecución

5.1.10. Award criteria

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 51

Criterion:

Type: Quality

Description: Calidad de servicio.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Optimización del servicio.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Plan de contingencia.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Propuesta tecnológica .

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=RKWG2ry6ZmxeKgd8LfVV9g%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=RKWG2ry6ZmxeKgd8LfVV9g%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 25/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 4 Months

Information about public opening:

Opening date: 01/06/2026 10:00:00 (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: 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: Consejo de Administración de la Sociedad de Gestión de Activos procedentes de la Reestructuración Bancaria, S.A - TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES

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

8. Organisations

8.1. ORG-0001

Official name: Consejo de Administración de la Sociedad de Gestión de Activos procedentes de la Reestructuración Bancaria, S.A

Registration number: 51546850198445

Registration number: A86602158

Town: Madrid

Postcode: 28034

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Consejo de Administración de la Sociedad de Gestión de Activos procedentes de la Reestructuración Bancaria, S.A

Email: compras@sareb.es

Telephone: +34 914231859

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=3IXN2TWZdYsSugstABGr5A%3D%3D>

Other contact points:

Official name: TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: 623c5f94-567c-4729-99f4-ccad535c59b5 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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