

288866-2026 - Competition

Spain – Customer-care services – Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en el Valle de Cuelgamuros

OJ S 82/2026 28/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Consejo de Administración del Patrimonio Nacional

Email: contratacion@patrimonionacional.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en el Valle de Cuelgamuros

Description: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en el Valle de Cuelgamuros

Procedure identifier: efd6b72c-1676-4aaf-bd73-953ddf945709

Internal identifier: 202630PA0195

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: 169 110,89 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Insolvency: Según lo establecido en la legislación vigente en materia de contratación pública

5. Lot

5.1. Lot: LOT-0000

Title: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en el Valle de Cuelgamuros

Description: Servicios de auxiliares de información, recepción, control de accesos y comprobación de instalaciones en el Valle de Cuelgamuros

Internal identifier: 202630PA0195

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Lugo (ES112)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ourense (ES113)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Pontevedra (ES114)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Asturias (ES120)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Cantabria (ES130)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Rioja (ES230)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Huesca (ES241)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Teruel (ES242)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ávila (ES411)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Burgos (ES412)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): León (ES413)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Palencia (ES414)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Salamanca (ES415)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Segovia (ES416)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Soria (ES417)
Country: Spain

- 5.1.2. Place of performance**
Country subdivision (NUTS): Valladolid (ES418)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Zamora (ES419)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Albacete (ES421)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Ciudad Real (ES422)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Cuenca (ES423)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Guadalajara (ES424)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Toledo (ES425)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Badajoz (ES431)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Cáceres (ES432)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Girona (ES512)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Lleida (ES513)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Tarragona (ES514)
Country: Spain
- 5.1.2. Place of performance**
Country subdivision (NUTS): Alicante / Alacant (ES521)
Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Castellón / Castelló (ES522)

Country: Spain

5.1.2. Place of performance

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

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Eivissa y Formentera (ES531)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Menorca (ES533)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Almería (ES611)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Cádiz (ES612)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Córdoba (ES613)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Granada (ES614)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Huelva (ES615)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Jaén (ES616)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Málaga (ES617)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Sevilla (ES618)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Murcia (ES620)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Ceuta (ES630)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Melilla (ES640)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): El Hierro (ES703)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Fuerteventura (ES704)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Gomera (ES706)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Palma (ES707)

Country: Spain

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): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

Innovation procurement: The procured works, supplies, or services entail process innovation

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: Atención telefónica incidencias.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Compromiso de formación.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Evaluación de calidad anual.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Implantación sistema de seguimiento en tiempo real.

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

Award criterion number: 10

Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 45

Criterion:

Type: Quality

Description: Tiempo respuesta a solicitud de servicios extraordinarios.

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Sn%2FYiip2XtgUqXM96WStVA%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=Sn%2FYiip2XtgUqXM96WStVA%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 27/05/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

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

Place: Palacio Real de Madrid (virtual por Teams)

Opening date: 04/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Palacio Real de Madrid (virtual por Teams)

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 del Patrimonio Nacional - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: La fecha de interposición de recurso serán 15 días hábiles desde la notificación del acto recurrible

8. Organisations

8.1. ORG-0001

Official name: Consejo de Administración del Patrimonio Nacional

Registration number: 10000250000465

Registration number: S2801002C

Town: Madrid

Postcode: 28071

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Consejo de Administración del Patrimonio Nacional

Email: contratacion@patrimonionacional.es

Telephone: 914548817

Fax: 914548801

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=XwGANSzOU3E%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28071

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal_recursos.contratos@hacienda.gob.es

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: 7b65351c-6be8-4ec7-9e0d-66fdd9735e0c - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 27/04/2026 08:28:06 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 288866-2026

OJ S issue number: 82/2026

Publication date: 28/04/2026