

## 305048-2026 - Competition

Spain – Software-related services – Prestación del servicio de Software como un Servicio (SaaS) para la continuación del sistema de atención telefónica a pacientes mediante inteligencia artificial que tiene en funcionamiento umivale Activa

OJ S 86/2026 05/05/2026

Contract or concession notice – standard regime  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Gerencia umivale Activa, Mutua Colaboradora con la Seguridad Social número 3

Email: [contrataciones@umivaleactiva.es](mailto:contrataciones@umivaleactiva.es)

Legal type of the buyer: Local authority

Activity of the contracting authority: Health

### 2. Procedure

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#### 2.1. Procedure

Title: Prestación del servicio de Software como un Servicio (SaaS) para la continuación del sistema de atención telefónica a pacientes mediante inteligencia artificial que tiene en funcionamiento umivale Activa

Description: Procedimiento abierto con pluralidad de criterios de adjudicación

Procedure identifier: 9061d8e9-3392-4cbd-ac29-537f22853e92

Internal identifier: SER-26-0147-CUR

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

##### 2.1.2. Place of performance

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

Country: Spain

##### 2.1.3. Value

Estimated value excluding VAT: 667 500,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

##### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Fraud: Presentación de ofertas falsas o fraudulentas

### 5. Lot

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#### 5.1. Lot: LOT-0000

Title: Prestación del servicio de Software como un Servicio (SaaS) para la continuación del sistema de atención telefónica a pacientes mediante inteligencia artificial que tiene en funcionamiento umivale Activa

Description: Procedimiento abierto con pluralidad de criterios de adjudicación

Internal identifier: SER-26-0147-CUR

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

#### 5.1.2. Place of performance

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

Country: Spain

#### 5.1.3. Estimated duration

Start date: 01/07/2026

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: Plazo.

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

Award criterion number: 35

##### Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 40

##### Criterion:

Type: Quality

Description: Cobertura.

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

Award criterion number: 10

##### Criterion:

Type: Quality

Description: Equipo trabajo.

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

Award criterion number: 10

**Criterion:**

Type: Quality

Description: Metodología.

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=KsWENvOMyGNxseVhcqrkhw%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=KsWENvOMyGNxseVhcqrkhw%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=KsWENvOMyGNxseVhcqrkhw%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=KsWENvOMyGNxseVhcqrkhw%3D%3D)

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 01/06/2026 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: 10/06/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sede univale Activa en Madrid

**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: Código Ético. Acreditación. Firma del Código Ético al inicio de la ejecución del contrato.

Electronic invoicing: Allowed

Electronic ordering will be used: yes

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: Gerencia univale Activa, Mutua Colaboradora con la Seguridad Social número 3 - Principal

Information about review deadlines: Quince días hábiles desde la notificación del acto sujeto a recurso

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## 8. Organisations

**8.1. ORG-0001**

Official name: Gerencia univale Activa, Mutua Colaboradora con la Seguridad Social número 3  
Registration number: 50179410029721

Registration number: G96236443

Town: Madrid

Postcode: 28046

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Gerencia univale Activa, Mutua Colaboradora con la Seguridad Social número 3

Email: [contrataciones@umivaleactiva.es](mailto:contrataciones@umivaleactiva.es)

Telephone: +034 914188364

Fax: +034 915564904

Internet address: <https://umivaleactiva.es/conocenos/licitaciones>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=zGucAGrHI9k%3D>

**Other contact points:**

Official name: Principal

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

**Roles of this organisation:**

Buyer

Review organisation

## Notice information

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Notice identifier/version: 4dfa708b-8465-4931-a622-bdd4ba4d946c - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 04/05/2026 07:41:37 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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