

305874-2026 - Competition

Spain – Telephone switchboard services – Servicio de atención al usuario para la Oficina Española de Patentes y Marcas, O.A. (OEPM)

OJ S 86/2026 05/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Oficina Española de Patentes y Marcas, O.A.

Email: contratacion@oepm.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de atención al usuario para la Oficina Española de Patentes y Marcas, O.A. (OEPM)

Description: Este servicio tiene como finalidad ofrecer un “contact center” externo a la OEPM que proporcione información, orientación y asistencia a los ciudadanos en relación con los trámites, procedimientos y servicios ofrecidos por la OEPM. El servicio se prestará a través de un centro de atención multicanal, que actuará como punto único de interlocución.

Procedure identifier: 5df40791-ddf3-4ed9-b59f-739233de657c

Internal identifier: 10/26

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 64216000 Electronic message and information services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 2 347 778,53 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 atención al usuario para la Oficina Española de Patentes y Marcas, O.A. (OEPM)

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5.1.1. Purpose

Main nature of the contract: Services

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5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Por tres años, en dos períodos: uno de dos años y otro de un año.

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: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 100

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=e9RapD2CzJmcCF8sV%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=e9RapD2CzJmcCF8sV%2BqtYA%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/06/2026 14:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 1 Year

Information about public opening:

Opening date: 08/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: OEPM

Opening date: 12/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: OEPM

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: Condición de tipo social relativa al empleo: Obligado cumplimiento de los convenios colectivos sectoriales y territoriales aplicables al contrato.

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

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: Oficina Española de Patentes y Marcas, O.A. - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: Quince días hábiles desde que se remita la notificación de la adjudicación a los licitadores

8. Organisations

8.1. ORG-0001

Official name: Oficina Española de Patentes y Marcas, O.A.

Registration number: 10000410056181

Registration number: Q2820005C

Town: Madrid

Postcode: 28071

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Oficina Española de Patentes y Marcas, O.A.

Email: contratacion@oepm.es

Telephone: 913498595

Fax: 913495303

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=bVS9050CpX8%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: 70070a2f-7576-41f8-ac10-b053464c3060 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 04/05/2026 10:10:27 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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