

308136-2026 - Competition

Spain – Reception services – Servicios auxiliares de atención

OJ S 86/2026 05/05/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Grupo Euskal Irrati Telebista - Departamento de Recursos Generales de EITB

Email: compras@eitb.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: Servicios auxiliares de atención

Description: Servicios auxiliares de atención

Procedure identifier: e4ca0adb-35e7-4b0d-b857-f5e949d31a42

Internal identifier: 2026.03

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Abierto

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

Additional classification (cpv): 79952000 Event services

2.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

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

2.1.3. Value

Estimated value excluding VAT: 5 286 093,12 EUR

2.1.4. General information

Additional information: Que se fijan las fechas de visita en el día y la hora a continuación señaladas: ¿ Fecha: 21 de abril de 2026 ¿ Hora: 10:00 horas ¿ Lugar: C/ Capuchinos de Basurtu nº 2 (48013) de BILBAO

Legal basis:

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Situación análoga a la quiebra con arreglo al Derecho nacional

5. Lot

5.1. Lot: LOT-0001

Title: 2026.03 LOTE1

Description: Servicios auxiliares de recepción y atención telefónica.

Internal identifier: 61703

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

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

5.1.3. Estimated duration

Duration: 5 Years

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 3 639 762,34 EUR

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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Propuesta económica

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: <https://www.contratacion.euskadi.eus>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.contratacion.euskadi.eus/KPELicitacion>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 05/06/2026 13:00:00 (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: 10/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: SOBRE B: OFERTA EVALUABLE AUTOMÁTICAMENTE A TRAVÉS DE FÓRMULAS.

Terms of contract:

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

Electronic invoicing: Required

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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El procedimiento de recurso se iniciará mediante escrito que deberá presentarse en el plazo de quince días hábiles, según lo establecido en el artículo 50 de la Ley de Contratos del Sector Público.

Organisation providing additional information about the procurement procedure: Grupo Euskal Irrati Telebista - Departamento de Recursos Generales de EITB

5.1. Lot: LOT-0002

Title: 2026.03 LOTE2

Description: Servicios auxiliares de atención.

Internal identifier: 61704

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79952000 Event services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

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

5.1.3. Estimated duration

Duration: 5 Years

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 646 330,79 EUR

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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Propuesta económica

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: <https://www.contratacion.euskadi.eus>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.contratacion.euskadi.eus/KPELicitacion>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 05/06/2026 13:00:00 (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: 10/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

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

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

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Information about the dynamic purchasing system:

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Organisation providing additional information about the procurement procedure: Grupo Euskal Irrati Telebista - Departamento de Recursos Generales de EITB

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales

Registration number: 116793.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz

Town: Vitoria-Gasteiz

Postcode: 01010

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

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Grupo Euskal Irrati Telebista - Departamento de Recursos Generales de EITB

Registration number: Q0191001G

Postal address: Capuchinos de Basurtu, 2 48008 Bilbao (Bizkaia)

Town: Bilbao

Postcode: 48008

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain
Contact point: Roberto Martinez Somolinos
Email: compras@eitb.eus
Telephone: +34 946563195
Internet address: <http://www.eitb.eus>
Buyer profile: <https://www.contratacion.euskadi.eus/>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure

10. Change

Version of the previous notice to be changed

:

5efe15fb-8b2d-4002-b34d-e8167a350886-01

Main reason for change

:

Information updated

10.1. Change

Section identifier: PROCEDURE

Section identifier: LOT-0001

Section identifier: LOT-0002

Notice information

Notice identifier/version: 5efe15fb-8b2d-4002-b34d-e8167a350886 - 03

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 04/05/2026 15:00:04 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 308136-2026

OJ S issue number: 86/2026

Publication date: 05/05/2026