

318811-2026 - Competition

Spain – Software maintenance and repair services – Servicio de asistente virtual para consulta médica basado en inteligencia artificial, orientado a la automatización de la redacción de informes clínicos mediante dictado de voz

OJ S 89/2026 08/05/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Mutua Universal Mugenat, Mutua Colaboradora con la Seguridad Social nº 10

Email: contratacion@mutuauniversal.net

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de asistente virtual para consulta médica basado en inteligencia artificial, orientado a la automatización de la redacción de informes clínicos mediante dictado de voz

Description: Procedimiento SARA por importe y duración, según LCSP

Procedure identifier: b0bff472-117b-4b30-ac48-60ca529c9444

Internal identifier: 032-2026-0107

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267000 Software maintenance and repair 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

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Country subdivision (NUTS): La Palma (ES707)

Country: Spain

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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: 345 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Conflict of interest due to its participation in the procurement procedure: Según lo detallado en el Pliego de Características Particulares

5. Lot

5.1. Lot: LOT-0000

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Description: Procedimiento SARA por importe y duración, según LCSP

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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

Start date: 15/09/2026

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Enrolment in a relevant professional register

Description of selection criterion: Estar prerregistrado en el ROLECE, y declarar que no ha habido modificaciones en los datos registrados

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: Price

Description: Propuesta Económica.

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

Award criterion number: 51

Criterion:

Type: Quality

Description: Cobertura de requerimientos funcionales.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Cobertura de requerimientos técnicos y de seguridad.

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

Award criterion number: 16

Criterion:

Type: Quality

Description: Modelo de gestión del servicio.

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

Award criterion number: 6

Criterion:

Type: Quality

Description: Planificación y seguimiento del servicio.

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

Award criterion number: 6

Criterion:

Type: Quality

Description: Valor añadido.

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

Award criterion number: 1

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=7tX5x1OU1Y3zAq95uGTrDQ%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=7tX5x1OU1Y3zAq95uGTrDQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 08/06/2026 14:00:00 (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: 23/06/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sede Tibidabo-Dirección Apertura de Ofertas

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: Garantizar la igualdad de mujeres y hombres durante 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

Electronic auction: no

5.1.16. Further information, mediation and review

Review organisation: Mutua Universal Mugenat, Mutua Colaboradora con la Seguridad Social nº 10 - Sede Tibidabo

Information about review deadlines: De conformidad con lo establecido en la Ley 9/2017 (LCSP) y la Ley 39/2015 (LPACAP).

8. Organisations

8.1. ORG-0001

Official name: Mutua Universal Mugenat, Mutua Colaboradora con la Seguridad Social nº 10

Registration number: 50254210043841

Registration number: G08242463

Town: Barcelona

Postcode: 08022

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Contact point: Mutua Universal Mugenat, Mutua Colaboradora con la Seguridad Social nº 10

Email: contratacion@mutuauniversal.net

Telephone: +34 934848521

Fax: +34 934848523

Internet address: <http://www.mutuauniversal.net>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=%2BDOJKtG9GL8QK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Sede Tibidabo

Town: Barcelona

Postcode: 08022

Country subdivision (NUTS): Barcelona (ES511)

Country: Spain

Email: contratacion@mutuauniversal.net

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: e2fd1c92-9fdf-4fbe-849f-3c58ae94d720 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 07/05/2026 12:14:13 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 318811-2026

OJ S issue number: 89/2026

Publication date: 08/05/2026