

326636-2026 - Result

Spain – Museum services – Servicios de atención al público

OJ S 92/2026 13/05/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: BIZKAIKOA EPEF - BIZKAIKOA EPEF

Email: inigo.miyar@bizkaia.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: Servicios de atención al público

Description: Servicios de atención al público

Procedure identifier: 11ba8b47-81dc-4d48-8297-1712c4534cde

Internal identifier: KOA06/2025

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): 92521000 Museum services

2.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 6 166 800,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas

Description: Lote 1 - Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas básicas en la Ferrería de El Pobal, el Castillo de Muñatones y La Encartada Fabrika Museoa.

Internal identifier: 56305

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 183 200,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica

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

Award criterion number: 30

Criterion:

Type: Cost

Description: Otros criterios evaluables

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

Award criterion number: 20

Criterion:

Type: Cost

Description: Medidas de conciliación laboral

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de coordinación

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de actividades

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

Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA
EPEF - BIZKAIKOA EPEF

5.1. Lot: LOT-0002

Title: Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas

Description: Lote 2 - Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas básicas en el Museo Euskal Herria, OMA y la Cueva de Santimamiñe.

Internal identifier: 56306

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 449 600,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica

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

Award criterion number: 30

Criterion:

Type: Cost

Description: Otros criterios evaluables

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

Award criterion number: 20

Criterion:

Type: Cost

Description: Medidas de conciliación laboral

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de coordinación

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de actividades

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

Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA
EPEF - BIZKAIKOA EPEF

5.1. Lot: LOT-0003

Title: Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas

Description: Lote 3 - Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas básicas en el Arrantzaleen Museoa y Txakolin Museoa- Txakolingunea.

Internal identifier: 56307

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 022 880,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria**Criterion:**

Type: Cost
Description: Oferta económica
Category of award weight criterion: Weight (points, exact)
Award criterion number: 30

Criterion:

Type: Cost
Description: Otros criterios evaluables
Category of award weight criterion: Weight (points, exact)
Award criterion number: 20

Criterion:

Type: Cost
Description: Medidas de conciliación laboral
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Quality
Description: Propuesta de coordinación
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Quality
Description: Propuesta de actividades
Category of award weight criterion: Weight (points, exact)
Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA
EPEF - BIZKAIKOA EPEF

5.1. Lot: LOT-0004

Title: Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas

Description: Lote 4 - Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas básicas en las salas de exposiciones Rekalde y Ondare.

Internal identifier: 56308

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 352 320,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica

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

Award criterion number: 30

Criterion:

Type: Cost

Description: Otros criterios evaluables

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

Award criterion number: 20

Criterion:

Type: Cost

Description: Medidas de conciliación laboral

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de coordinación

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de actividades

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

Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA

EPEF - BIZKAIKOA EPEF

5.1. Lot: LOT-0005

Title: Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas, labores administrativas

Description: Lote 5 - Realización de las labores de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas, labores administrativas básicas, registro y conservación del Bizkaiko Arkeologia Museoa.

Internal identifier: 56309

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 756 800,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica

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

Award criterion number: 30

Criterion:

Type: Cost

Description: Otros criterios evaluables

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

Award criterion number: 20

Criterion:

Type: Cost

Description: Medidas de conciliación laboral

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Propuesta de coordinación

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

Award criterion number: 10

Criterion:

Type: Quality
Description: Propuesta de actividades
Category of award weight criterion: Weight (points, exact)
Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA
EPEF - BIZKAIKOA EPEF

5.1. Lot: LOT-0006

Title: Realización de las labores de las visitas de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores

Description: Lote 6 - Realización de las labores de las visitas de atención al público, difusión, asesoramiento, desarrollo y ejecución de actividades educativas y labores administrativas básicas, del Palacio de la Diputación Foral de Bizkaia.

Internal identifier: 56310

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92521000 Museum services

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 402 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica

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

Award criterion number: 30

Criterion:

Type: Cost

Description: Otros criterios evaluables
Category of award weight criterion: Weight (points, exact)
Award criterion number: 20

Criterion:

Type: Cost
Description: Medidas de conciliación laboral
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Quality
Description: Propuesta de coordinación
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

Criterion:

Type: Quality
Description: Propuesta de actividades
Category of award weight criterion: Weight (points, exact)
Award criterion number: 30

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: Bizkaikoa

Information about review deadlines: .

Organisation providing additional information about the procurement procedure: BIZKAIKOA
EPEF - BIZKAIKOA EPEF

6. Results

Value of all contracts awarded in this notice: 5 127 900,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: ORTZADAR S.L.

Tender:

Tender identifier: 2124050
Identifier of lot or group of lots: LOT-0001
Value of the tender: 984 000,00 EUR
Subcontracting: No

Contract information:

Identifier of the contract: KOA06/2025672_00001
Title: Servicios de atención al público
Date of the conclusion of the contract: 24/11/2025

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

6.1. Result lot identifier: LOT-0002

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners**Winner:**

Official name: Alaiki Zerbitzu Gizakulturalak

Tender:

Tender identifier: 2124051

Identifier of lot or group of lots: LOT-0002

Value of the tender: 1 205 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: KOA06/2025672_00002

Title: Servicios de atención al público

Date of the conclusion of the contract: 24/11/2025

6.1.4. Statistical information**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

6.1. Result lot identifier: LOT-0003

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners**Winner:**

Official name: Alaiki Zerbitzu Gizakulturalak

Tender:

Tender identifier: 2124052
Identifier of lot or group of lots: LOT-0003
Value of the tender: 850 400,00 EUR
Subcontracting: No
Contract information:
Identifier of the contract: KOA06/2025672_00003
Title: Servicios de atención al público
Date of the conclusion of the contract: 24/11/2025

6.1.3. Non-winning tenderers
Non-winning tenderers

:

Official name: ITXASLEHOR SL
Subcontracting: No

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 2

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 2

6.1. Result lot identifier: LOT-0004

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Alaiki Zerbitzu Gizakulturalak

Tender:

Tender identifier: 2124053

Identifier of lot or group of lots: LOT-0004

Value of the tender: 292 500,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: KOA06/2025672_00004

Title: Servicios de atención al público

Date of the conclusion of the contract: 24/11/2025

6.1.3. Non-winning tenderers
Non-winning tenderers

:

Official name: MAGMACULTURA SL
Subcontracting: No

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 2

6.1. Result lot identifier: LOT-0005

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: ORTZADAR S.L.

Tender:

Tender identifier: 2124054

Identifier of lot or group of lots: LOT-0005

Value of the tender: 1 462 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: KOA06/2025672_00005

Title: Servicios de atención al público

Date of the conclusion of the contract: 24/11/2025

6.1.3. Non-winning tenderers

Non-winning tenderers

:

Official name: MAGMACULTURA SL

Subcontracting: No

Non-winning tenderers

:

Official name: GALIPAT SERVICIOS CULTURALS, SL

Subcontracting: No

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 3

6.1. **Result lot identifier: LOT-0006**

Winner selection status: At least one winner was chosen.

6.1.2. **Information about winners**

Winner:

Official name: Alaiki Zerbitzu Gizakulturalak

Tender:

Tender identifier: 2124055

Identifier of lot or group of lots: LOT-0006

Value of the tender: 334 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: KOA06/2025672_00006

Title: Servicios de atención al público

Date of the conclusion of the contract: 24/11/2025

6.1.4. **Statistical information**

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. **ORG-0001**

Official name: Bizkaikoa

Registration number: 105561.0

Postal address: María Díaz de Haro, 11 - 1º, Bilbao

Town: Bilbao

Postcode: 48013

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Email: inigo.miyar@bizkaia.eus

Telephone: +34 944066087

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: BIZKAIKOA EPEF - BIZKAIKOA EPEF

Registration number: Q4800720G

Postal address: María Díaz de Haro, 11 - 1º, Bilbao

Town: Bilbao

Postcode: 48006

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Contact point: Iñigo Miyar

Email: inigo.miyar@bizkaia.eus

Telephone: +34 944066087

Internet address: <http://www.bizkaikoa.bizkaia.eus>

Buyer profile: <https://www.contratacion.euskadi.eus/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0005

Official name: ORTZADAR S.L.

Size of the economic operator: Large

Registration number: B48457808

Postal address: Plaza Landabaso, 12-3ºB, Bilbao (Bizkaia), España

Town: Bilbao

Postcode: 48015

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Email: ortzadar@ortzadar.es

Telephone: +34 944745775

Fax: +34 944745875

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001, LOT-0005

8.1. ORG-0006

Official name: Alaiki Zerbitzu Gizakulturalak

Size of the economic operator: Micro, small, or medium

Registration number: B48910525

Postal address: Alaiki Zerbitzu Gizakulturalak, Urduliz (Bizkaia)

Town: Urduliz

Postcode: 48610

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Email: alaiki@alaiki.eus

Telephone: +34 946767080

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0002, LOT-0003, LOT-0004, LOT-0006

8.1. ORG-0011

Official name: MAGMACULTURA SL

Size of the economic operator: Large
Registration number: B61949764
Postal address: Calle Coruña nº 11 bajos
Town: Barcelona
Postcode: 08026
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
Email: depcursos@magmacultura.com
Telephone: +34 649945514

Roles of this organisation:

Tenderer

8.1. ORG-0013

Official name: GALIPAT SERVICIOS CULTURAIS, SL
Size of the economic operator: Micro, small, or medium
Registration number: B70381074
Postal address: LUGAR DE CERDEIRAS Nº 1, CAMPO LAMEIRO (PONTEVEDRA), ESPAÑA
Town: Campo Lameiro
Postcode: 36118
Country subdivision (NUTS): Pontevedra (ES114)
Country: Spain
Email: info@galipat.es
Telephone: +34 660468394

Roles of this organisation:

Tenderer

8.1. ORG-0014

Official name: ITXASLEHOR SL
Size of the economic operator: Micro, small, or medium
Registration number: B95033205
Postal address: San Pelaioko Bide Nagusia nº 58, Bakio (Bizkaia), España
Town: Bakio
Postcode: 48130
Country subdivision (NUTS): Bizkaia (ES213)
Country: Spain
Email: itxaslehor@itxaslehor.com
Telephone: +34 946195861

Roles of this organisation:

Tenderer

Notice information

Notice identifier/version: 82a53785-e1e3-4c92-ba74-257b748c57a3 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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