

371922-2026 - Competition

Spain – Customer Relation Management software package – Contratación del suministro, implantación y soporte técnico de un sistema informático de contact center cloud multicanal con capacidades agénticas para FRATERNIDAD-MUPRESA.

OJ S 103/2026 01/06/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Email: licitaciones@fraternidad.com

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Contratación del suministro, implantación y soporte técnico de un sistema informático de contact center cloud multicanal con capacidades agénticas para FRATERNIDAD-MUPRESA.

Description: Contratación del suministro, implantación y soporte técnico de un sistema informático de contact center cloud multicanal con capacidades agénticas para FRATERNIDAD-MUPRESA.

Procedure identifier: d7fdbff8-def9-417a-8239-cd82f75eff10

Internal identifier: PIC2026_33507

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48445000 Customer Relation Management software package

Additional classification (cpv): 72250000 System and support services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 765 600,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

5. Lot

5.1. Lot: LOT-0000

Title: Contratación del suministro, implantación y soporte técnico de un sistema informático de contact center cloud multicanal con capacidades agénticas para FRATERNIDAD-MUPRESA.

Description: Contratación del suministro, implantación y soporte técnico de un sistema informático de contact center cloud multicanal con capacidades agénticas para FRATERNIDAD-MUPRESA.

Internal identifier: PIC2026_33507

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48445000 Customer Relation Management software package

Additional classification (cpv): 72250000 System and support services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 14 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: El contrato tendrá una duración de 14 meses, a contar desde la fecha indicada en el mismo, pudiendo ser objeto de prórroga por periodo de 12 meses, comunicada por escrito al adjudicatario del contrato con dos meses de antelación a su vencimiento.

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: General yearly turnover

Description of selection criterion: Cifra anual de negocio

Criterion: References on specified deliveries

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Ampliación de franquicia de minutos de llamadas salientes .

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

Award criterion number: 5

Criterion:

Type: Price

Description: Oferta económica .

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Capacidades de inteligencia artificial en el software .

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Capacidades técnicas y usabilidad de la plataforma de Contact Center convencional.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Plan de implantación.

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

Award criterion number: 10

5.1.11. Procurement documents

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

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 03/07/2026 23:59:00 (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: 06/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Servicios Centrales - Fraternidad-Muprespa

Opening date: 17/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Servicios Centrales - Fraternidad-Muprespa

Opening date: 10/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Servicios Centrales - Fraternidad-Muprespa

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: El adjudicatario deberá acreditar la adopción de medidas orientadas a favorecer la conciliación de la vida personal y laboral, mediante el diseño y aplicación de un plan de flexibilidad de horarios y turnos que permita compatibilizar el trabajo y la vida personal y/o medidas para permitir el cuidado de personas dependientes..

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 de Fraternidad Muprespa - Mútua Colaboradora con la

Seguridad Social nº 275 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: La interposición, tramitación y resolución de recurso se regirán por lo establecido en los artículos 44 y siguientes de la LCSP.

8. Organisations

8.1. ORG-0001

Official name: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Registration number: 50314010057221

Registration number: G82287228

Town: Madrid

Postcode: 28014

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Email: licitaciones@fraternidad.com

Telephone: +34 913608700

Internet address: <http://www.fraternidad.com>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=InZnMU1DDuA%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: 314e5008-32df-48b3-8881-5850c9ae7b9a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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