

375328-2026 - Competition

Spain – Maintenance of information technology software – Servicio automatizado de llamadas a través de un agente virtual (voicebot) para Mutua Balear

OJ S 104/2026 02/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Dirección Gerencia de Mutua Balear, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social N° 183

Email: contratacion@mutuabalear.es

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

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio automatizado de llamadas a través de un agente virtual (voicebot) para Mutua Balear

Description: El contrato tiene por objeto un Servicio automatizado de llamadas a través de un agente virtual (voicebot), para Mutua Balear, Mutua colaboradora con la Seguridad Social número 183, de conformidad con las especificaciones contenidas en el presente Pliego de prescripciones técnicas.

Procedure identifier: 7e5d6712-ed2d-49f9-8682-62e79a10d08f

Internal identifier: 2026-SES-049

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

2.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 266 580,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations in the fields of social law: Además, serán motivos de exclusión los que se hayan podido citar en los pliegos

5. Lot

5.1. Lot: LOT-0000

Title: Servicio automatizado de llamadas a través de un agente virtual (voicebot) para Mutua Balear

Description: El contrato tiene por objeto un Servicio automatizado de llamadas a través de un agente virtual (voicebot), para Mutua Balear, Mutua colaboradora con la Seguridad Social número 183, de conformidad con las especificaciones contenidas en el presente Pliego de prescripciones técnicas.

Internal identifier: 2026-SES-049

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

5.1.2. Place of performance

Country subdivision (NUTS): Mallorca (ES532)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Posibilidad de realizar dos prórrogas de una anualidad cada una de ellas

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización

Criterion: General yearly turnover

Description of selection criterion: Cifra anual de negocio

Criterion: References on specified services

Description of selection criterion: Trabajos realizados

Criterion: Certificates by quality control institutes

Description of selection criterion: Certificados de control de calidad expedidos por los institutos o servicios oficiales

5.1.10. Award criteria

Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Plazo de implantación.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Calidad y alcance integral de la solución tecnológica propuesta.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Competencia y trayectoria del equipo humano asignado.

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Estrategia de ejecución y planificación del despliegue.

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=buqLBhLJ6zjXOjazN1Dw9Q%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=buqLBhLJ6zjXOjazN1Dw9Q%3D%3D

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

Electronic catalogue: Not allowed

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

Duration during which the tender must remain valid: 3 Years

Information about public opening:

Opening date: 27/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Mutua Balear

Terms of contract:

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

Electronic invoicing: Allowed

Electronic ordering will be used: no

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: Dirección Gerencia de Mutua Balear, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social Nº 183 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: hasta 2026-09-08+02:00

Organisation providing more information on the review procedures: Dirección Gerencia de Mutua Balear, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social Nº 183 - Tribunal Administrativo Central de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Dirección Gerencia de Mutua Balear, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social Nº 183

Registration number: 50301410053461

Registration number: G07046196

Town: Palma

Postcode: 07009

Country subdivision (NUTS): Menorca (ES533)

Country: Spain

Contact point: Dirección Gerencia de Mutua Balear, Mutua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social Nº 183

Email: contratacion@mutuabalear.es

Telephone: +034 971213423

Fax: +034 971727060

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=N3CmR6VZsSMQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal_recursos.contratos@hacienda.gob.es

Telephone: +034 913491451

Fax: +034 913491441

Internet address: <https://hacienda.gob.es>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: tribunal_recursos.contratos@hacienda.gob.es
Telephone: +034 913491451
Fax: +034 913491441
Internet address: <https://hacienda.gob.es>

Roles of this organisation:

Buyer
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: acb5d5b8-6708-4d3d-bbf1-1efd1b44e6e8 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 01/06/2026 06:22:31 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 375328-2026
OJ S issue number: 104/2026
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