

377949-2026 - Competition

Spain – Software programming and consultancy services – Servicios de soporte técnico informático con destino a diversas áreas de la Dirección de Tecnología Aplicada a la Gestión de IBERMUTUA

OJ S 104/2026 02/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274

Email: concursosibermutua@ibermutua.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: Servicios de soporte técnico informático con destino a diversas áreas de la Dirección de Tecnología Aplicada a la Gestión de IBERMUTUA

Description: Servicios de soporte técnico informático con destino a diversas áreas de la Dirección de Tecnología Aplicada a la Gestión de IBERMUTUA

Procedure identifier: c1d99cab-5395-4f05-9f43-832ba28406b1

Internal identifier: CG-2026/2815/0065

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 5 421 152,06 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 1

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 1

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Conflict of interest due to its participation in the procurement procedure: IBERMUTUA, firmemente comprometida en la lucha contra el fraude, la corrupción y los conflictos de interés, ha elaborado y aprobado un Plan de Medidas Antifraude y un Manual de Gestión de los Conflictos de Intereses de pleno conocimiento y acatamiento por parte de todas las personas de la entidad; garantizando así el compromiso, de todas ellas sin exclusión, a poner en conocimiento de su superior jerárquico, o del Órgano de Cumplimiento de la mutua, cualquier situación de conflicto de interés en la que pudiera incurrir en el desempeño de sus funciones, o cualquier causa de abstención de las recogidas en el documento de Declaración de Ausencia de Conflicto de Interés (DACI), Anexo I, del citado manual, publicado en nuestro perfil del contratante de la Plataforma de Contratación del Sector Público. Del mismo modo, todas las personas de Ibermutua, y en especial las que intervienen en los procesos de contratación pública, son conocedoras de que una DACI que se revele falsa acarreará las consecuencias disciplinarias/administrativas/judiciales que establezca la normativa de aplicación.

5. Lot

5.1. Lot: LOT-0001

Title: Sap - Jurídico

Description: Sap - Jurídico

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Start date: 01/10/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Este servicio se podrá prorrogar por hasta dos prórrogas de doce meses

5.1.5. Value

Estimated value excluding VAT: 1 012 806,56 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): no

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 services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Certificación ENS nivel alto.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Disponibilidad del equipo de trabajo.

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

Award criterion number: 5

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Resto de tarifas.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Metodología de selección, adecuación e integración de perfiles en entornos corporativos complejos.

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

Award criterion number: 22,5

Criterion:

Type: Quality

Description: Metodología para la continuidad del servicio, transferencia de conocimiento y soporte experto.

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

Award criterion number: 22,5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=AVWtliw821B9PLkba5eRog%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=AVWtliw821B9PLkba5eRog%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 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 03/07/2026 12:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

Opening date: 21/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección Contratación y Gestión de Derechos Patrimoniales

Opening date: 08/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

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 General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: hasta 2026-07-03+02:00

Organisation providing more information on the review procedures: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

5.1. Lot: LOT-0002

Title: Business Intelligence

Description: Business Intelligence

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Start date: 01/10/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Este servicio se podrá prorrogar por hasta dos prórrogas de doce meses

5.1.5. Value

Estimated value excluding VAT: 873 601,82 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): no

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 services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Certificación ENS nivel alto.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Disponibilidad del equipo de trabajo.

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

Award criterion number: 5

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Resto de tarifas.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Metodología de selección, adecuación e integración de perfiles en entornos corporativos complejos.

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

Award criterion number: 22,5

Criterion:

Type: Quality

Description: Metodología para la continuidad del servicio, transferencia de conocimiento y soporte experto.

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

Award criterion number: 22,5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=AVWtliw821B9PLkba5eRog%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=AVWtliw821B9PLkba5eRog%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 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 03/07/2026 12:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

Opening date: 21/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección Contratación y Gestión de Derechos Patrimoniales

Opening date: 08/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

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 General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: hasta 2026-07-03+02:00

Organisation providing more information on the review procedures: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

5.1. Lot: LOT-0003

Title: Sanitario-Prestaciones-Facturación-Contratación

Description: Sanitario-Prestaciones-Facturación-Contratación

Internal identifier: 3

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Start date: 01/10/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Este servicio se podrá prorrogar por hasta dos prórrogas de doce meses

5.1.5. Value

Estimated value excluding VAT: 1 614 926,88 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): no

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 services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Certificación ENS nivel alto.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Disponibilidad del equipo de trabajo.

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

Award criterion number: 5

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Resto de tarifas.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Metodología de selección, adecuación e integración de perfiles en entornos corporativos complejos.

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

Award criterion number: 22,5

Criterion:

Type: Quality

Description: Metodología para la continuidad del servicio, transferencia de conocimiento y soporte experto.

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

Award criterion number: 22,5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=AVWtliw821B9PLkba5eRog%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=AVWtliw821B9PLkba5eRog%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 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 03/07/2026 12:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

Opening date: 21/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección Contratación y Gestión de Derechos Patrimoniales

Opening date: 08/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

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 General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: hasta 2026-07-03+02:00

Organisation providing more information on the review procedures: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

5.1. Lot: LOT-0004

Title: Afiliación-Prevención-Mutualistas-Ibermutua Digital

Description: Afiliación-Prevención-Mutualistas-Ibermutua Digital

Internal identifier: 4

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72200000 Software programming and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Start date: 01/10/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Este servicio se podrá prorrogar por hasta dos prórrogas de doce meses

5.1.5. Value

Estimated value excluding VAT: 1 919 816,80 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): no

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 services

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Certificación ENS nivel alto.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Disponibilidad del equipo de trabajo.

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

Award criterion number: 5

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Resto de tarifas.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Metodología de selección, adecuación e integración de perfiles en entornos corporativos complejos.

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

Award criterion number: 22,5

Criterion:

Type: Quality

Description: Metodología para la continuidad del servicio, transferencia de conocimiento y soporte experto.

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

Award criterion number: 22,5

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=AVWtliw821B9PLkba5eRog%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=AVWtliw821B9PLkba5eRog%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 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 03/07/2026 12:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

Opening date: 21/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección Contratación y Gestión de Derechos Patrimoniales

Opening date: 08/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Dirección de Contratación y Gestión de Derechos Patrimoniales

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 General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: hasta 2026-07-03+02:00

Organisation providing more information on the review procedures: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274 - Tribunal Administrativo Central de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274

Registration number: 50255610044161

Registration number: G81939217

Town: Madrid

Postcode: 28043

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Dirección General de IBERMUTUA, Mutua Colaboradora con la Seguridad Social nº 274

Email: concursosibermutua@ibermutua.es

Telephone: 917445171

Fax: 915152600

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=kFoMQWn%2BdYkQK2TEfXGy%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

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Extra-Regio NUTS 3 (ESZZZ)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 43f47a81-e14d-46c4-b11e-6cb304ba1a01 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 01/06/2026 06:44:58 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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