

390387-2026 - Competition

Spain – Customer-care services – servicio de atención ciudadana- teléfono 010

OJ S 108/2026 08/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ayuntamiento de Bilbao - Área de Euskera, Atención y Participación Ciudadana, Agenda 2030 e Internacional

Email: contratacion@bilbao.eus

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: servicio de atención ciudadana- teléfono 010

Description: servicio de atención ciudadana- teléfono 010

Procedure identifier: a74ffe3e-baeb-4b76-a4ce-45fe26793ae1

Internal identifier: 2026-028114

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): 79342320 Customer-care services

2.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 2 890 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: puramente nacionales

5. Lot

5.1. Lot: LOT-0001

Title: servicio de atención ciudadana- teléfono 010

Description: servicio de atención ciudadana- teléfono 010

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care 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: 2

Other information about renewals: Se prevé 2 prórroga/s que no podrán exceder de 12 meses cada una.

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: Average yearly turnover

Description of selection criterion: Volumen de negocios anual medio

5.1.10. Award criteria

Criterion:

Type: Cost

Description: precio

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

Award criterion number: 42

Criterion:

Type: Quality

Description: cualitativos

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

Award criterion number: 58

5.1.11. Procurement documents

Address of the procurement documents: <https://www.contratacion.euskadi.eus>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.contratacion.euskadi.eus/KPELicitacion>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 06/07/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 4 Months

Information about public opening:

Opening date: 09/09/2029 08:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: apertura sobre C

Terms of contract:

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

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El plazo para interposición del recurso especial será de quince (15) días hábiles contados a partir del día siguiente del envío o del aviso de notificación

Organisation providing additional information about the procurement procedure: Ayuntamiento de Bilbao - Área de Euskera, Atención y Participación Ciudadana, Agenda 2030 e Internacional

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales

Registration number: 119170.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz

Town: Vitoria-Gasteiz

Postcode: 01010

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Email: oararc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Ayuntamiento de Bilbao - Área de Euskera, Atención y Participación Ciudadana, Agenda 2030 e Internacional

Registration number: P4802400D

Postal address: Plaza Ernesto Erkoreka s/n

Town: Bilbao

Postcode: 48001

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

Contact point: Informazio eta Arreta Administratiboko Subarea / Subarea de Información y Atención Administrativa

Email: contratacion@bilbao.eus

Telephone: +34 944204872

Internet address: www.bilbao.eus

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Notice information

Notice identifier/version: 3d9602f9-624f-42e0-bc16-ead2438869af - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 05/06/2026 09:15:08 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 390387-2026

OJ S issue number: 108/2026

Publication date: 08/06/2026