

## 391767-2026 - Competition

Spain – Computer-related management services – Servicios de Atención a Personas Usuarías convergentes 2027

OJ S 109/2026 09/06/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

Email: [ContratacionEJIE@ejie.eus](mailto:ContratacionEJIE@ejie.eus)

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Servicios de Atención a Personas Usuarías convergentes 2027

Description: Servicios de Atención a Personas Usuarías convergentes 2027

Procedure identifier: ebe9c7aa-5e86-4d5d-98cd-f2bcaae5fa85

Internal identifier: EJIE-2026-068

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): 72510000 Computer-related management services

Additional classification (cpv): 79342320 Customer-care services

##### 2.1.2. Place of performance

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

Country: Spain

##### 2.1.3. Value

Estimated value excluding VAT: 29 562 328,00 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: 4

The tenderer must submit tenders for all lots

**Terms of contract:**

Maximum number of lots for which contracts can be awarded to one tenderer: 4

## 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Situación análoga a la quiebra con arreglo al Derecho nacional

Bankruptcy: Quiebra

Corruption: Corrupción

Arrangement with creditors: Convenio con los acreedores

Participation in a criminal organisation: Participación en una organización delictiva

Agreements with other economic operators aimed at distorting competition: Acuerdos con otros operadores económicos destinados a falsear la competencia

Breaching of obligations in the fields of environmental law: Incumplimiento de obligaciones en materia de Derecho medioambiental

Money laundering or terrorist financing: Blanqueo de capitales o financiación del terrorismo

Fraud: Fraude

Child labour and including other forms of trafficking in human beings: Trabajo infantil y otras formas de trata de seres humanos

Insolvency: Insolvencia

Breaching of obligations in the fields of labour law: Incumplimiento de obligaciones en materia de Derecho laboral

Assets being administered by liquidator: Activos que están siendo administrados por un liquidador

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Que haya incurrido en falsas declaraciones, le haya ocultado información, no esté en condiciones de facilitar los documentos necesarios y haya obtenido información confidencial sobre este procedimiento

Breaching of obligations set under purely national exclusion grounds: Incumplimiento de las obligaciones establecidas en los motivos de exclusión puramente nacionales

Conflict of interest due to its participation in the procurement procedure: Conflicto de intereses debido a su participación en el procedimiento de contratación

Direct or indirect involvement in the preparation of this procurement procedure: Participación, directa o indirecta, en la preparación del presente procedimiento de contratación

Grave professional misconduct: Mala conducta profesional grave

Early termination, damages, or other comparable sanctions: Rescisión anticipada, imposición de daños y perjuicios u otras sanciones comparables

Breaching of obligations in the fields of social law: Incumplimiento de obligaciones en materia de Derecho social

Breaching obligation relating to payment of social security contributions: Incumplimiento de la obligación relacionada con el pago de las contribuciones a la seguridad social

Business activities are suspended: Las actividades empresariales han sido suspendidas

Breaching obligation relating to payment of taxes: Incumplimiento de la obligación relacionada con el pago de impuestos

Terrorist offences or offences linked to terrorist activities: Delitos de terrorismo o delitos ligados a las actividades terroristas

Offence concerning its professional conduct in the domain of defence procurement: Delito relacionado con su conducta profesional en el ámbito de la contratación de defensa

Lack of reliability to exclude risks to the security of the country: Falta de fiabilidad para excluir riesgos para la seguridad del país

## 5. Lot

## 5.1. Lot: LOT-0001

Title: LOTE 1

Description: ¿Servicios¿ de Atención a Personas Usuarías¿ en¿ ámbito¿ RCGV y Convergentes¿ no¿ incluidos¿ en los lotes posteriores,¿ y¿ servicios críticos ADI, GIG y DINAMIZA

Internal identifier: 63478

### 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): Araba/Álava (ES211)

Country: Spain

### 5.1.3. Estimated duration

Duration: 24 Months

### 5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: 2 prórrogas de hasta 12 meses cada una

### 5.1.5. Value

Estimated value excluding VAT: 8 174 336,00 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: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización por riesgos profesionales

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titulaciones educativas y profesionales relevantes

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Técnicos o entidades técnicas para el control de calidad

### 5.1.10. Award criteria

#### Criterion:

Type: Cost

Description: Criterios de valoración mediante juicios de valor

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

Award criterion number: 49

#### Criterion:

Type: Cost

Description: Criterios Objetivos  
Category of award weight criterion: Weight (points, exact)  
Award criterion number: 51

#### 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: 09/07/2026 13:00:00 (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: 17/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura de plicas Fórmulas

##### 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: 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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El recurso deberá interponerse en el OARC de la CAE en el plazo de 15 días hábiles / 10 días naturales a partir de aquel en el que se emita la notificación del acto impugnado

Organisation providing additional information about the procurement procedure: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

#### 5.1. Lot: LOT-0002

Title: LOTE 2

Description: ¿Servicios¿de Atención a Personas Usuarías en¿ámbito Justizia

Internal identifier: 63479

##### 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): Araba/Álava (ES211)

Country: Spain

### 5.1.3. Estimated duration

Duration: 24 Months

### 5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: 2 prórrogas de hasta 12 meses cada una

### 5.1.5. Value

Estimated value excluding VAT: 6 440 560,00 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: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización por riesgos profesionales

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titulaciones educativas y profesionales relevantes

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Técnicos o entidades técnicas para el control de calidad

### 5.1.10. Award criteria

#### Criterion:

Type: Cost

Description: Criterios de valoración mediante juicios de valor

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

Award criterion number: 49

#### Criterion:

Type: Cost

Description: Criterios Objetivos

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

Award criterion number: 51

### 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: 09/07/2026 13:00:00 (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: 17/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura de plicas Fórmulas

**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: 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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El recurso deberá interponerse en el OARC de la CAE en el plazo de 15 días hábiles / 10 días naturales a partir de aquel en el que se emita la notificación del acto impugnado

Organisation providing additional information about the procurement procedure: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

**5.1. Lot: LOT-0003**

Title: LOTE 3

Description: ¿Servicios¿de Atención a Personas Usuarías en¿ámbito¿de la¿Ciudadanía¿

Internal identifier: 63480

**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): Araba/Álava (ES211)

Country: Spain

**5.1.3. Estimated duration**

Duration: 24 Months

**5.1.4. Renewal**

Maximum renewals: 2

Other information about renewals: 2 prórrogas de hasta 12 meses cada una

**5.1.5. Value**

Estimated value excluding VAT: 12 384 080,00 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: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización por riesgos profesionales

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titulaciones educativas y profesionales relevantes

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Técnicos o entidades técnicas para el control de calidad

#### 5.1.10. Award criteria

##### **Criterion:**

Type: Cost

Description: Criterios de valoración mediante juicios de valor

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

Award criterion number: 49

##### **Criterion:**

Type: Cost

Description: Criterios Objetivos

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

Award criterion number: 51

#### 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: 09/07/2026 13:00:00 (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: 17/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura de plicas Fórmulas

##### **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: 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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El recurso deberá interponerse en el OARC de la CAE en el plazo de 15 días hábiles / 10 días naturales a partir de aquel en el que se emita la notificación del acto impugnado

Organisation providing additional information about the procurement procedure: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

#### **5.1. Lot: LOT-0004**

Title: LOTE 4

Description: Servicio de Accesos y Seguridad de Usuarios

Internal identifier: 63481

##### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 72510000 Computer-related management services

##### **5.1.2. Place of performance**

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

Country: Spain

##### **5.1.3. Estimated duration**

Duration: 24 Months

##### **5.1.4. Renewal**

Maximum renewals: 2

Other information about renewals: 2 prórrogas de hasta 12 meses cada una

##### **5.1.5. Value**

Estimated value excluding VAT: 2 563 352,00 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: Professional risk indemnity insurance

Description of selection criterion: Seguro de indemnización por riesgos profesionales

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titulaciones educativas y profesionales relevantes

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Técnicos o entidades técnicas para el control de calidad

#### 5.1.10. Award criteria

**Criterion:**

Type: Cost

Description: Criterios de valoración mediante juicios de valor

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

Award criterion number: 49

**Criterion:**

Type: Cost

Description: Criterios Objetivos

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

Award criterion number: 51

#### 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: 09/07/2026 13:00:00 (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: 17/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura de plicas Fórmulas

**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: 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: Órgano Administrativo de Recursos Contractuales  
Information about review deadlines: El recurso deberá interponerse en el OARC de la CAE en el plazo de 15 días hábiles / 10 días naturales a partir de aquel en el que se emita la notificación del acto impugnado

Organisation providing additional information about the procurement procedure: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

## 8. Organisations

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### 8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales  
Registration number: 117968.0  
Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz  
Town: Vitoria-Gasteiz  
Postcode: 01010  
Country subdivision (NUTS): Araba/Álava (ES211)  
Country: Spain  
Email: [oarc@euskadi.eus](mailto:oarc@euskadi.eus)  
Telephone: +34 945019595

**Roles of this organisation:**

Review organisation

### 8.1. ORG-0003

Official name: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco  
Registration number: A01022664  
Postal address: Mediterráneo, 14 01010 Vitoria-Gasteiz  
Town: Vitoria-Gasteiz  
Postcode: 01010  
Country subdivision (NUTS): Araba/Álava (ES211)  
Country: Spain  
Contact point: EJIE, S.A.  
Email: [ContratacionEJIE@ejie.eus](mailto:ContratacionEJIE@ejie.eus)  
Telephone: +34 945017300

Internet address: <https://www.ejie.eus>

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

**Roles of this organisation:**

Buyer

Organisation providing additional information about the procurement procedure

## Notice information

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Notice identifier/version: fe9df9d5-9895-4825-b72b-5f1d4e4cf092 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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