

394286-2026 - Competition

Spain – IT services: consulting, software development, Internet and support – Servicio de Voicebot con Inteligencia Artificial para la primera llamada de control ITCC para MAZ M.C.S.S. nº 11

OJ S 109/2026 09/06/2026

**Contract or concession notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11

Email: contratacion@maz.es

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: Servicio de Voicebot con Inteligencia Artificial para la primera llamada de control ITCC para MAZ M.C.S.S. nº 11

Description: Servicio de Voicebot con Inteligencia Artificial para la primera llamada de control ITCC para MAZ M.C.S.S. nº 11

Procedure identifier: 0f6243bd-7a8f-4053-9290-224b38b91a21

Internal identifier: 2026/A/ASC/0313

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services, 72260000 Software-related services

2.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 498 982,00 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: Servicio de Voicebot con Inteligencia Artificial para la primera llamada de control ITCC para MAZ M.C.S.S. nº 11

Description: Servicio de Voicebot con Inteligencia Artificial para la primera llamada de control ITCC para MAZ M.C.S.S. nº 11

Internal identifier: 2026/A/ASC/0313

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 72200000 Software programming and consultancy services, 72260000 Software-related services

Options:

Description of the options: Prorrogable por períodos anuales (máximo 1 prórroga)

5.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Prorrogable por períodos anuales (máximo 1 prórroga)

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

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

Criterion: Tools, plant, or technical equipment

Description of selection criterion: Títulos académicos y profesionales del empresario y directivos, o responsables de la ejecución

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: Quality

Description: Certificado ENS nivel alto (Ver Anexo IX PCAP).

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Experiencia proyectos relacionados con IA (Ver Anexo IX PCAP).

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

Award criterion number: 25

Criterion:

Type: Price

Description: Oferta económica (Ver Anexo IX PCAP).

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Cobertura Funcional y Tecnológica de la solución (Ver Anexo VIII PCAP).

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

Award criterion number: 10

Criterion:

Type: Quality

Description: Memoria de la Metodología y Planificación de la Ejecución del Proyecto: Metodología trabajo (Ver Anexo VIII PCAP).

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Memoria de la Metodología y Planificación de la Ejecución del Proyecto: Plan de implantación (Ver Anexo VIII PCAP).

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Memoria de la Metodología y Planificación de la Ejecución del Proyecto: Plan de salida (Ver Anexo VIII PCAP).

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Memoria de la Metodología y Planificación de la Ejecución del Proyecto: Recursos (Ver Anexo VIII PCAP).

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=F5bcolJQsylvrSd8H4b2soA%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=F5bcolJQsylvrSd8H4b2soA%3D%3D

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

Electronic catalogue: Not allowed

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

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 31/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Sede Social MAZ M.C.S.S. nº 11

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: Cumplimiento LO 3/2018 (Ver Anexo X PCAP).

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: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: 15 días hábiles. El plazo comenzará a contarse a partir del día siguiente al de su publicación en el perfil de contratante

Organisation providing more information on the review procedures: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11 - Área Contratación de MAZ, Mutua Colaboradora con la Seguridad Social, Nº 11

8. Organisations

8.1. ORG-0001

Official name: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11

Registration number: 50102610015001

Registration number: G50005321

Town: Zaragoza
Postcode: 50001
Country subdivision (NUTS): Zaragoza (ES243)
Country: Spain
Contact point: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11
Email: contratacion@maz.es
Telephone: 976301360
Fax: 976748038
Internet address: <http://www.maz.es>
Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=hWlh5W7e6YA%3D>

Other contact points:

Official name: Área Contratación de MAZ, Mutua Colaboradora con la Seguridad Social, Nº 11
Town: Zaragoza
Postcode: 50001
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: contratacion@maz.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: +34 913491319
Fax: +34 913491441

Roles of this organisation:

Buyer
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 2f0f429d-1dbe-4f9d-bad1-f10c979a318f - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 08/06/2026 14:42:59 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 394286-2026
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