

## 396032-2026 - Competition

Spain – Telecommunications services – Contrato de servicio de información y atención telefónica (SIAT) del Servicio de Atención Social del Excmo. Ayuntamiento de Santa Cruz de Tenerife

OJ S 110/2026 10/06/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Junta de Gobierno del Ayuntamiento de Santa Cruz de Tenerife

Email: [contratacion@santacruzdetenerife.es](mailto:contratacion@santacruzdetenerife.es)

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Contrato de servicio de información y atención telefónica (SIAT) del Servicio de Atención Social del Excmo. Ayuntamiento de Santa Cruz de Tenerife

Description: Prestación del Servicio de Atención Telefónica (SIAT) del Servicio de Atención Social del Ayuntamiento de Santa Cruz de Tenerife.

Procedure identifier: 01631758-c799-4499-87fd-2965609c7060

Internal identifier: SCT2025000301

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 79510000 Telephone-answering services

##### 2.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

##### 2.1.3. Value

Estimated value excluding VAT: 1 699 854,66 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 labour law: Serán de aplicación los motivos de exclusión previstos en el artículo 57 de la Directiva 2014/24/UE y en el artículo 71 de la LCSP.

### 5. Lot

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### 5.1. Lot: LOT-0000

Title: Contrato de servicio de información y atención telefónica (SIAT) del Servicio de Atención Social del Excmo. Ayuntamiento de Santa Cruz de Tenerife

Description: Prestación del Servicio de Atención Telefónica (SIAT) del Servicio de Atención Social del Ayuntamiento de Santa Cruz de Tenerife.

Internal identifier: SCT2025000301

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Additional classification (cpv): 79510000 Telephone-answering services

#### 5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

#### 5.1.3. Estimated duration

Duration: 3 Years

#### 5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: De conformidad con la cláusula 10.1 del PCAP, El contrato tendrá un plazo máximo de ejecución de TRES (3) años, a contar desde el día que se estipule en el contrato. Dicho plazo podrá prorrogarse por DOS (2) años más.

#### 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: Enrolment in a relevant professional register

Description of selection criterion: Estar prerregistrado en el ROLECE, y declarar que no ha habido modificaciones en los datos registrados

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

#### 5.1.10. Award criteria

##### Criterion:

Type: Quality

Description: Mejoras.

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

Award criterion number: 15

##### Criterion:

Type: Price

Description: Oferta económica.

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

Award criterion number: 40

**Criterion:**

Type: Quality

Description: Proyecto técnico.

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

Award criterion number: 45

**5.1.11. Procurement documents**

Address of the procurement documents: [https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle\\_licitacion&idEvl=pB7FfnPqiqrnmwcj%2BxbdTg%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=pB7FfnPqiqrnmwcj%2BxbdTg%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=pB7FfnPqiqrnmwcj%2BxbdTg%3D%3D](https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=pB7FfnPqiqrnmwcj%2BxbdTg%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: 4 Months

**Information about public opening:**

Opening date: 10/07/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: A través de medios telemáticos

**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: Condición especial de ejecución del contrato de carácter social relativa al empleo, 25.a 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: Junta de Gobierno del Ayuntamiento de Santa Cruz de Tenerife - Tribunal Administrativo de Contratos Públicos de la Comunidad Autónoma de Canarias

Information about review deadlines: El plazo de presentación del recurso especial en materia de contratación se computará de conformidad con el artículo 50 LCSP.

Organisation providing more information on the review procedures: Junta de Gobierno del Ayuntamiento de Santa Cruz de Tenerife - Tribunal Administrativo de Contratos Públicos de la Comunidad Autónoma de Canarias

## 8. Organisations

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**8.1. ORG-0001**

Official name: Junta de Gobierno del Ayuntamiento de Santa Cruz de Tenerife  
Registration number: 11021080145868  
Registration number: P3803800F  
Town: Santa Cruz de Tenerife  
Postcode: 38004  
Country subdivision (NUTS): Tenerife (ES709)  
Country: Spain  
Contact point: Junta de Gobierno del Ayuntamiento de Santa Cruz de Tenerife  
Email: [contratacion@santacruzdetenerife.es](mailto:contratacion@santacruzdetenerife.es)  
Telephone: +34 922606010  
Internet address: <http://www.santacruzdetenerife.es>  
Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=V3YurjWuJgQK2TEfXGy%2BA%3D%3D>

**Other contact points:**

Official name: Tribunal Administrativo de Contratos Públicos de la Comunidad Autónoma de Canarias  
Town: Santa Cruz de Tenerife  
Postcode: 38071  
Country subdivision (NUTS): Madrid (ES300)  
Country: Spain  
Email: [tribunalcontratos.hacienda@gobiernodecanarias.org](mailto:tribunalcontratos.hacienda@gobiernodecanarias.org)  
Telephone: +34 922951375  
Internet address: <https://www.gobiernodecanarias.org/hacienda/contratacion/tacp/>

**Other contact points:**

Official name: Tribunal Administrativo de Contratos Públicos de la Comunidad Autónoma de Canarias  
Town: Santa Cruz de Tenerife  
Postcode: 38071  
Country subdivision (NUTS): Tenerife (ES709)  
Country: Spain  
Internet address: <https://www.gobiernodecanarias.org/hacienda/contratacion/tacp/>

**Roles of this organisation:**

Buyer  
Review organisation  
Organisation providing more information on the review procedures

## Notice information

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Notice identifier/version: 16d1f3a4-2f23-4ec0-9ab8-0e9eb5083ffa - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16  
Notice dispatch date: 09/06/2026 11:52:00 (UTC+02:00) Eastern European Time, Central European Summer Time  
Languages in which this notice is officially available: Spanish  
Notice publication number: 396032-2026  
OJ S issue number: 110/2026  
Publication date: 10/06/2026