

397807-2026 - Competition

Spain – System and support services – Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

OJ S 110/2026 10/06/2026

Contract or concession notice – standard regime

Services - Supplies

1. Buyer

1.1. Buyer

Official name: Servicios de la Comarca de Pamplona , S.A.

Email: contratacion@mcp.es

Legal type of the buyer: Public undertaking, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

Description: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026 /SCON-ASU/000010

Procedure identifier: 8aae51cf-17c1-415f-912b-c180b2916b43

Previous notice: 393556-2026

Internal identifier: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Supplies

Main classification (cpv): 72250000 System and support services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72267000 Software maintenance and repair services, 48218000 License management software package, 48000000 Software package and information systems

2.1.2. Place of performance

Town: Pamplona

Postcode: 31001

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

Additional information: Navarra

2.1.3. Value

Estimated value excluding VAT: 363 183,92 EUR

2.1.4. General information

Legal basis:

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document Request

5. Lot

5.1. Lot: LOT-0002

Title: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

Description: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

Internal identifier: Suscripción, soporte y evolución del sistema de Contact Center. Expediente 2026/SCON-ASU/000010

5.1.1. Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

Main classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 72250000 System and support services, 72267000 Software maintenance and repair services, 72000000 IT services: consulting, software development, Internet and support, 48218000 License management software package

5.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

5.1.3. Estimated duration

Duration: 3 Years

5.1.5. Value

Estimated value excluding VAT: 363 183,92 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Oferta Económica

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Otros criterios valorables automáticamente

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

Award criterion number: 30

Criterion:

Type: Quality

Description: Criterios sujetos a la aplicación de juicios de valor

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

Award criterion number: 50

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Spanish

Address of the procurement documents: <https://portalcontratacion.navarra.es/es/quiero-ver-los-anuncios-de-contratos>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://portalcontratacion.navarra.es/es/quiero-ver-los-anuncios-de-contratos>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 10/07/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

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: 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: Tribunal Administrativo de Contratos de Navarra

Organisation providing more information on the review procedures: Servicios de la Comarca de Pamplona , S.A.

8. Organisations

8.1. ORG-0001

Official name: Servicios de la Comarca de Pamplona , S.A.

Registration number: A31118441

Town: Pamplona

Postcode: 31001

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

Contact point: Mónica Eneterreaga Echepare

Email: contratacion@mcp.es

Telephone: +34 948423140

Internet address: <http://sedeelectronica.mcp.es/>

Buyer profile: <https://portalcontratacion.navarra.es/es/>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Tribunal Administrativo de Contratos de Navarra

Registration number: S3100004E

Town: Pamplona

Postcode: 31002

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

Email: tribunal.contratos@navarra.es

Telephone: 848 42 19 64

Roles of this organisation:

Review organisation

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: d9d03135-1de9-45bf-a4a7-323c21e0fe0e - 01

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