

403426-2026 - Competition

Spain – Medical software package – Contratación del suministro de una plataforma de atención telefónica mediante asistentes virtuales inteligentes.

OJ S 112/2026 12/06/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Dirección General de Gestión Económica, Contratación e Infraestructuras de la Conselleria de Sanidad

Email: scontratacion_san@gva.es

Legal type of the buyer: Regional authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Contratación del suministro de una plataforma de atención telefónica mediante asistentes virtuales inteligentes.

Description: Contratación del suministro de una plataforma de atención telefónica mediante asistentes virtuales inteligentes.

Procedure identifier: e2fa6e19-1e01-4412-8a72-6f7d3648c9d1

Internal identifier: 59/2026 BIS

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48180000 Medical software package

Additional classification (cpv): 72200000 Software programming and consultancy services, 72212900 Miscellaneous software development services and computer systems, 72240000 Systems analysis and programming services, 72610000 Computer support services, 72611000 Technical computer support services

2.1.2. Place of performance

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 18 369 013,25 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Arrangement with creditors: Así como todos los establecidos.

5. Lot

5.1. Lot: LOT-0000

Title: Contratación del suministro de una plataforma de atención telefónica mediante asistentes virtuales inteligentes.

Description: Contratación del suministro de una plataforma de atención telefónica mediante asistentes virtuales inteligentes.

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Systems analysis and programming services, 72610000 Computer support services, 72611000

Technical computer support services

5.1.2. Place of performance

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

5.1.3. Estimated duration

Duration: 36 Months

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

5.1.7. 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 deliveries

Description of selection criterion: Trabajos realizados

5.1.10. Award criteria

Criterion:

Type: Price

Description: 2.1 Precio.

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

Award criterion number: 48

Criterion:

Type: Quality

Description: 2.2 Mayor aportación de un equipo experto.

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

Award criterion number: 12

Criterion:

Type: Quality

Description: 2.3 Mejora de los criterios de los ANS de calidad del producto.

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

Award criterion number: 8

Criterion:

Type: Quality

Description: 1.1.1 Solución propuesta.

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

Award criterion number: 13

Criterion:

Type: Quality

Description: 1.1.2 Plan de puesta en marcha y devolución del servicio.

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

Award criterion number: 3

Criterion:

Type: Quality

Description: 1.1.3 Plan de prestación regular del servicio.

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

Award criterion number: 6

Criterion:

Type: Quality

Description: 1.1.4 Plan de calidad.

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

Award criterion number: 7

Criterion:

Type: Quality

Description: 1.2 Experiencia tecnológica del Equipo.

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

Award criterion number: 3

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=%2BQAVhIPRstFQFSeKCRUn4Q%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=%2BQAVhIPRstFQFSeKCRUn4Q%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 13/07/2026 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: 14/07/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Consellería Sanidad - Sala de reuniones 6ª planta

Opening date: 03/08/2026 11:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Consellería Sanidad - Sala de reuniones 6ª planta

Opening date: 20/07/2026 12:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Consellería Sanidad - Sala de reuniones 6ª planta

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: Para contratación nueva, si la empresa cuenta con una representación desequilibrada de mujeres en el equipo adscrito a la ejecución del contrato, deberá realizar, durante todo el plazo de ejecución, al menos una nueva contratación de mujer o transformar al menos una contratación temporal en indefinida. Es plantilla desequilibrada aquella con una representación de mujeres inferior al 40%..

Electronic invoicing: Allowed

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: Dirección General de Gestión Económica, Contratación e Infraestructuras de la Conselleria de Sanidad - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: El plazo regulado en el artículo 50 de la LCSP en relación con el artículo 58 del RDL 36/2020

Organisation providing more information on the review procedures: Dirección General de Gestión Económica, Contratación e Infraestructuras de la Conselleria de Sanidad - Tribunal Administrativo Central de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Dirección General de Gestión Económica, Contratación e Infraestructuras de la Conselleria de Sanidad

Registration number: 20897030133463

Registration number: S4611001A

Town: Valencia

Postcode: 46010

Country subdivision (NUTS): Valencia / València (ES523)

Country: Spain

Contact point: Dirección General de Gestión Económica, Contratación e Infraestructuras de la Conselleria de Sanidad

Email: scontratacion_san@gva.es

Telephone: +34 961928460

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=PBe5ymaHqBgQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: dc5a7c0c-117c-4b1b-bc7a-1c6b2c9d11fa - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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