

410239-2026 - Competition

Spain – Computer support and consultancy services – Servicio de soporte a usuarios de las aplicaciones de la Agencia Tributaria Valenciana: proyecto CAU-ATV.

OJ S 114/2026 16/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Agencia Tributaria Valenciana (ATV)

Email: contratacion_atv@gva.es

Legal type of the buyer: Body governed by public law, controlled by a regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de soporte a usuarios de las aplicaciones de la Agencia Tributaria Valenciana: proyecto CAU-ATV.

Description: Consiste en dar soporte a los usuarios de los sistemas de información de la ATV en el uso de sus aplicaciones, la resolución de incidencias y punto de entrada de la asistencia al contribuyente.

Procedure identifier: 55b49ccc-221c-434c-be6e-76f2df526fbc

Internal identifier: CNMY26/ATV/01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72600000 Computer support and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Alicante / Alacant (ES521)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Castellón / Castelló (ES522)

Country: Spain

2.1.2. Place of performance

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

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 2 347 884,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: Estar incurso el licitador en alguna prohibición de contratar del artículo 71 de la Ley 9/2017, de 8 de noviembre, de Contratos del Sector Publico (en adelante LCSP).

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de soporte a usuarios de las aplicaciones de la Agencia Tributaria Valenciana: proyecto CAU-ATV.

Description: Consiste en dar soporte a los usuarios de los sistemas de información de la ATV en el uso de sus aplicaciones, la resolución de incidencias y punto de entrada de la asistencia al contribuyente.

Internal identifier: CNMY26/ATV/01

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72600000 Computer support and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Alicante / Alacant (ES521)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Castellón / Castelló (ES522)

Country: Spain

5.1.2. Place of performance

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

Country: Spain

5.1.3. Estimated duration

Duration: 24 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

Approach to reducing environmental impacts: Other

Social objective promoted: Other

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Aumento Acuerdos de Nivel de Servicio (ANS).

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

Award criterion number: 10

Criterion:

Type: Price

Description: oferta económica.

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

Award criterion number: 45

Criterion:

Type: Quality

Description: Memoria (sobre de Planificación, dirección y seguimiento del servicio).

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=0My82CoXyX5xseVhcqrkhw%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=0My82CoXyX5xseVhcqrkhw%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 15/07/2026 15:00:00 (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: 16/07/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: ATV

Opening date: 02/09/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: ATV

Opening date: 22/07/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: ATV

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: Tal y como se detalla en el apartado X del Anexo I del 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: Agencia Tributaria Valenciana (ATV) - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: La tramitación del citado recurso se ajustará a lo dispuesto en los artículos 44 y siguientes de la LCSP. El procedimiento de recurso se iniciará mediante escrito que deberá presentarse en el plazo de quince días hábiles contados a partir del siguiente a aquel en que se remita la notificación del acto impugnado de conformidad con lo dispuesto en el artículo 151.2 de la LCSP.

Organisation providing more information on the review procedures: Agencia Tributaria Valenciana (ATV) - Tribunal Administrativo Central de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Agencia Tributaria Valenciana (ATV)

Registration number: 10985710142331

Registration number: Q4601395I

Town: Valencia

Postcode: 46009

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

Country: Spain

Contact point: Agencia Tributaria Valenciana (ATV)

Email: contratacion_atv@gva.es

Telephone: +34 961271444

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=9o77TmdDwloQK2TEfXGy%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

Email: tribunal_recursos.contratos@abogacia.gob.es

Telephone: +34 913491446

Internet address: <http://tribunalcontratos.gob.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@abogacia.gob.es

Telephone: +34 913491446

Internet address: <http://tribunalcontratos.gob.es>

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

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Form type: Competition

Notice type: Contract or concession notice – standard regime

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