

422816-2026 - Competition

Spain – Technical computer support services – Servicio integral de soporte a usuarios de sistemas TIC de la UNED, por lotes

OJ S 117/2026 19/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Rectorado de la Universidad Nacional de Educación a Distancia

Email: licitacionelectronica@adm.uned.es

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

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Servicio integral de soporte a usuarios de sistemas TIC de la UNED, por lotes

Description: Prestación de servicios de soporte tecnológico y operación TIC necesarios para garantizar la atención, continuidad y correcto funcionamiento del ecosistema tecnológico corporativo de la UNED bajo la responsabilidad del CTU.

Procedure identifier: 73187afa-a095-402a-8b08-df929bfb5543

Internal identifier: A 3/2026

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72253200 Systems support services

2.1.2. Place of performance

Country subdivision (NUTS): Extra-Regio NUTS 3 (ESZZZ)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 10 315 116,86 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations in the fields of environmental law: Incumplimiento de obligaciones en materia de legislación laboral, social, ambiental,..

5. Lot

5.1. Lot: LOT-0001

Title: Servicios de Centro de Atención al Usuario (CAU), soporte presencial y el mantenimiento microinformático.

Description: prestación del servicio de Centro de Atención al Usuario (CAU), incluyendo soporte técnico remoto de primer nivel, soporte técnico presencial en la sede central (TIF) y mantenimiento de hardware microinformático en sede central

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72611000 Technical computer support services, 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): Extra-Regio NUTS 3 (ESZZZ)

Country: Spain

5.1.3. Estimated duration

Duration: 54 Months

5.1.5. Value

Estimated value excluding VAT: 8 171 262,23 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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: Criterio cuantitativo – Precio.

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

Award criterion number: 60

Criterion:

Type: Quality

Description: Descripción del servicio.

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

Award criterion number: 22

Criterion:

Type: Quality

Description: Metodología.

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

Award criterion number: 18

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Pe8y9G7Y0%2B3zAq95uGTrDQ%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=Pe8y9G7Y0%2B3zAq95uGTrDQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 20/07/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 54 Months

Information about public opening:

Opening date: 17/08/2026 14:50:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Edificio de Rectorado de la UNED

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: formación de 60 horas al año, al personal adscrito al Contrato, sobre materias relacionadas con el objeto del Contrato de forma que se mantengan actualizados en los conocimientos y tecnologías de este.

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: Rectorado de la Universidad Nacional de Educación a Distancia - TACRC ó Registro General de la UNED

Information about review deadlines: 15 días hábiles

5.1. Lot: LOT-0002

Title: Servicio de soporte técnico especializado sobre plataformas e infraestructuras TIC

Description: Prestación de servicios especializados de soporte técnico avanzado sobre sistemas, plataformas e infraestructuras TIC de la UNED, comprendiendo tareas de administración de sistemas, integración sistémica, comunicaciones, seguridad y operación

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72227000 Software integration consultancy services

Additional classification (cpv): 72250000 System and support services, 72253200 Systems support services

5.1.2. Place of performance

Country subdivision (NUTS): Extra-Regio NUTS 3 (ESZZZ)

Country: Spain

5.1.3. Estimated duration

Duration: 54 Months

5.1.5. Value

Estimated value excluding VAT: 2 143 854,63 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

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros

5.1.10. Award criteria

Criterion:

Type: Price

Description: criterio cuantitativo – Precio.

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

Award criterion number: 60

Criterion:

Type: Quality

Description: descripción del servicio.

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

Award criterion number: 22

Criterion:

Type: Quality

Description: metodología.

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

Award criterion number: 18

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Pe8y9G7Y0%2B3zAq95uGTrDQ%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=Pe8y9G7Y0%2B3zAq95uGTrDQ%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 20/07/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

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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: Rectorado de la Universidad Nacional de Educación a Distancia - TACRC ó Registro General de la UNED

Information about review deadlines: 15 días hábiles

8. Organisations

8.1. ORG-0001

Official name: Rectorado de la Universidad Nacional de Educación a Distancia

Registration number: 50355010067201

Registration number: Q2818016D

Town: Madrid

Postcode: 28015

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Rectorado de la Universidad Nacional de Educación a Distancia

Email: licitacionelectronica@adm.uned.es

Telephone: 913989140

Internet address: <http://www.uned.es>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=EvLoFrXpdcoQK2TEfXGy%2BA%3D%3D>

Other contact points:

Official name: TACRC ó Registro General de la UNED

Town: Madrid
Postcode: 28015
Country subdivision (NUTS): Extra-Regio NUTS 3 (ESZZZ)
Country: Spain
Roles of this organisation:
Buyer
Review organisation

Notice information

Notice identifier/version: ab61fedb-9c7f-497a-9ff0-4315d02d119a - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 18/06/2026 09:08:12 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 422816-2026
OJ S issue number: 117/2026
Publication date: 19/06/2026