

451801-2026 - Competition

Spain – Software package and information systems – AMT-2026-0104: Suministro de licencias de uso y actualización de la plataforma HelpDesk corporativa de la Xunta de Galicia basada en OTRS

OJ S 124/2026 01/07/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Agencia para la Modernización Tecnológica de Galicia

Email: contratacionmit@xunta.gal

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: AMT-2026-0104: Suministro de licencias de uso y actualización de la plataforma HelpDesk corporativa de la Xunta de Galicia basada en OTRS

Description: El objeto de esta contratación es el suministro de licencias de uso y actualización de la plataforma corporativa OTRS Pro en la modalidad On-Premise en sus entornos de producción y de pruebas, incluyendo tanto el derecho de uso de los módulos empresariales, como la recepción de las actualizaciones y parches de corrección de errores que puedan publicarse.

Procedure identifier: 4355304f-7882-43d1-8cbc-926e09c3c2bd

Internal identifier: AMT-2026-0104

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

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

2.1.2. Place of performance

Postal address: Edificio CINC, Monte Gaiás, s/n

Town: Santiago de Compostela

Postcode: 15781

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 300 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: AMT-2026-0104: Suministro de licencias de uso y actualización de la plataforma HelpDesk corporativa de la Xunta de Galicia basada en OTRS

Description: El objeto de esta contratación es el suministro de licencias de uso y actualización de la plataforma corporativa OTRS Pro en la modalidad On-Premise en sus entornos de producción y de pruebas, incluyendo tanto el derecho de uso de los módulos empresariales, como la recepción de las actualizaciones y parches de corrección de errores que puedan publicarse.

Internal identifier: AMT-2026-0104

5.1.1. Purpose

Main nature of the contract: Supplies

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

5.1.2. Place of performance

Country subdivision (NUTS): A Coruña (ES111)

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Precio

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

Award criterion number: 100

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Spanish, Galician

Address of the procurement documents: www.contratosdegalicia.gal

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: www.conselleriade facenda.es/silex

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 04/08/2026 14:00:00 (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: 06/08/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

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: Tribunal Administrativo de Contratación Pública de la Comunidad Autónoma de Galicia (TACGal)

Organisation providing more information on the review procedures: Agencia para la Modernización Tecnológica de Galicia

8. Organisations

8.1. ORG-0001

Official name: Agencia para la Modernización Tecnológica de Galicia

Registration number: Q1500382E

Department: Departamento de Contratación

Postal address: Edificio CINC, Monte Gaiás, s/n.

Town: Santiago de Compostela

Postcode: 15781

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

Contact point: Departamento de Contratación

Email: contratacionmit@xunta.gal

Telephone: +34981545285

Fax: +34 981545274

Internet address: <https://amtega.xunta.gal/es>

Information exchange endpoint (URL): <https://plataformadecontratacion.xunta.gal>

Buyer profile: <https://www.contratosdeg Galicia.gal/>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Tribunal Administrativo de Contratación Pública de la Comunidad Autónoma de Galicia (TACGal)

Registration number: A12023977

Postal address: Rúa Raxeira 52-2º

Town: Santiago de Compostela

Postcode: 15781
Country subdivision (NUTS): A Coruña (ES111)
Country: Spain
Email: tacgal@xunta.gal
Telephone: +34 881995480
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: 93134789-c802-47fe-b2c4-9bd87b99d64c - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 30/06/2026 08:44:44 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Spanish
Notice publication number: 451801-2026
OJ S issue number: 124/2026
Publication date: 01/07/2026