

465092-2026 - Competition

Spain – Computer audit consultancy and hardware consultancy services – Gestión de incidencias de nivel 2 de las áreas de turismo y trabajo del Gobierno de Canarias.

OJ S 128/2026 07/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Secretaría General Técnica de la Consejería de Turismo y Empleo de Canarias

Email: mgutvic@gobiernodecanarias.org

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Gestión de incidencias de nivel 2 de las áreas de turismo y trabajo del Gobierno de Canarias.

Description: Gestión de las incidencias tecnológicas de nivel 2, incluido el soporte tecnológico y resolución de las mismas, correspondiente a las personas usuarias intermedias conformadas por el personal de las administraciones públicas afectadas por los procedimientos electrónicos de las áreas de turismo y trabajo, y por las personas usuarias finales (interesados/as y ciudadanía en general) en el uso de la gestión electrónica y en la organización de todos los recursos informáticos de las áreas de turismo y trabajo, de la actual Consejería de Turismo y Empleo, todo ello con el fin de cumplir las disposiciones legales relacionadas con la administración electrónica.

Procedure identifier: 09e0d810-25c4-461e-a7a4-32befe5571d4

Internal identifier: SER/2026/0000004804

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72150000 Computer audit consultancy and hardware consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): El Hierro (ES703)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Fuerteventura (ES704)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): La Gomera (ES706)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): La Palma (ES707)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 527 038,91 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

The tenderer must submit tenders for all lots

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

Insolvency: En las licitadoras deberán concurrir las circunstancias descritas en elPCAP y normativa de vigente aplicación, en especial en materia de contratación: ref. al artículo 71 relativo a las prohibiciones paracontratar.

5. Lot

5.1. Lot: LOT-0001

Title: Gestión de incidencias tecnológicas de nivel 2 del área de turismo.

Description: Gestión de incidencias tecnológicas de nivel 2 del área de turismo.

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72150000 Computer audit consultancy and hardware consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): El Hierro (ES703)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Fuerteventura (ES704)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Gomera (ES706)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Palma (ES707)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 254 356,08 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: 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: 1.-Experiencia adicional del personal mínimo exigido para la ejecución efectiva del contrato..

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

Award criterion number: 48

Criterion:

Type: Quality

Description: 2.- Disponibilidad para la atención al usuario..

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

Award criterion number: 14

Criterion:

Type: Quality

Description: 3.- Compromiso de mejora en un 50% de los tiempos máximos orientativos de resolución de incidencias..

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

Award criterion number: 8

Criterion:

Type: Price

Description: 4.- Precio por incidencia..

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

Award criterion number: 30

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=1yD9cjGDjwu8ebB%2FXTwy0A%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=1yD9cjGDjwu8ebB%2FXTwy0A%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 10/08/2026 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: 11/08/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Las Palmas de Gran Canaria.

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: 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: Secretaría General Técnica de la Consejería de Turismo y Empleo de Canarias - Secretaría General Técnica de la Consejería de Turismo y Empleo

Information about review deadlines: hasta 2026-07-29+02:00

5.1. Lot: LOT-0002

Title: Gestión de incidencias tecnológicas de nivel 2 del área de trabajo.

Description: Gestión de incidencias tecnológicas de nivel 2 del área de trabajo

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72150000 Computer audit consultancy and hardware consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): El Hierro (ES703)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Fuerteventura (ES704)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Gomera (ES706)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): La Palma (ES707)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

5.1.3. Estimated duration

Duration: 1 Year

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 272 682,83 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: 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: 1.-Experiencia adicional del personal mínimo exigido para la ejecución efectiva del contrato..

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

Award criterion number: 48

Criterion:

Type: Quality

Description: 2.- Disponibilidad para la atención al usuario..

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

Award criterion number: 14

Criterion:

Type: Quality

Description: 3.- Compromiso de mejora en un 50% de los tiempos máximos orientativos de reoslución de incidencias..

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

Award criterion number: 8

Criterion:

Type: Price

Description: 4.- Precio por incidencia..

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

Award criterion number: 30

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=1yD9cjGDjwu8ebB%2FXTwy0A%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=1yD9cjGDjwu8ebB%2FXTwy0A%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 10/08/2026 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:

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Place: Las Palmas de Gran Canaria.

Terms of contract:

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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: Secretaría General Técnica de la Consejería de Turismo y Empleo de Canarias - Secretaría General Técnica de la Consejería de Turismo y Empleo

Information about review deadlines: hasta 2026-07-29+02:00

8. Organisations

8.1. ORG-0001

Official name: Secretaría General Técnica de la Consejería de Turismo y Empleo de Canarias

Registration number: 21608840204644

Registration number: S3511001D

Town: Las Palmas de Gran Canaria

Postcode: 35071

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

Contact point: Secretaría General Técnica de la Consejería de Turismo y Empleo de Canarias

Email: mgutvic@gobiernodecanarias.org

Telephone: 928455770

Internet address: <https://www.gobiernodecanarias.org/principal/>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=u6TPdh8WgOJWhbmkn2nXQ%3D%3D>

Other contact points:

Official name: Secretaría General Técnica de la Consejería de Turismo y Empleo

Town: Las Palmas de Gran Canaria

Postcode: 35071

Country subdivision (NUTS): Gran Canaria (ES705)

Country: Spain

Roles of this organisation:

Buyer

Review organisation

Notice information

Notice identifier/version: 0afedbd5-b097-40b2-82b6-04bdcd38987a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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