

467725-2026 - Competition

Spain – IT software development services – Contratación de servicios de soporte, mantenimiento y evolución de los componentes pertenecientes a la solución comercial Suite Open Text de Herramientas de Gestión TIC: ITSM y PPM
OJ S 128/2026 07/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: OSAKIDETZA - Servicio Vasco de Salud - Organización Central
Email: Contrata.listadistribucion@osakidetza.eus
Legal type of the buyer: Regional authority
Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Contratación de servicios de soporte, mantenimiento y evolución de los componentes pertenecientes a la solución comercial Suite Open Text de Herramientas de Gestión TIC: ITSM y PPM
Description: Contratación de servicios de soporte, mantenimiento y evolución de los componentes pertenecientes a la solución comercial Suite Open Text de Herramientas de Gestión TIC: ITSM y PPM
Procedure identifier: 73e8c6ce-9c94-48d7-8c6c-4953a19b8b8d
Internal identifier: 2026/00999
Type of procedure: Open
The procedure is accelerated: no
Main features of the procedure: Abierto

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72212517 IT software development services

2.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain

2.1.3. Value

Estimated value excluding VAT: 993 300,00 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: Motivos de exclusión puramente nacionales

5. Lot

5.1. Lot: LOT-0001

Title: Contratación de servicios de soporte, mantenimiento y evolución de los componentes pertenecientes a la solución comercial Suite Open Text de Herramientas de Gestión TIC: ITSM y PPM

Description: Contratación de servicios de soporte, mantenimiento y evolución de los componentes pertenecientes a la solución comercial Suite Open Text de Herramientas de Gestión TIC: ITSM y PPM

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212517 IT software development services

5.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Contrato con 2 prórrogas previstas

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: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Otros requisitos económicos o financieros

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Precio de la oferta

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Descripción de la solución y contenido de los trabajos

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

Award criterion number: 25

Criterion:

Type: Quality
Description: Medios adscritos para la ejecución del contrato
Category of award weight criterion: Weight (points, exact)
Award criterion number: 15

Criterion:

Type: Quality
Description: Organización y Gestión del servicio
Category of award weight criterion: Weight (points, exact)
Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://www.contratacion.euskadi.eus>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required
Address for submission: <https://www.contratacion.euskadi.eus/KPELicitacion>
Languages in which tenders or requests to participate may be submitted: Spanish, Basque
Electronic catalogue: Not allowed
Variants: Not allowed

Deadline for receipt of tenders: 06/08/2026 12:00:00 (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: 10/09/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura de ofertas evaluables mediante criterios sujetos a fórmula

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: 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: Órgano Administrativo de Recursos Contractuales de la Comunidad Autónoma de Euskadi

Information about review deadlines: Se iniciará mediante escrito que deberá presentarse en el plazo de 15 días hábiles. Dicho plazo se computará conforme a la Ley de Contratos del Sector Público.

Organisation providing additional information about the procurement procedure: OSAKIDETZA - Servicio Vasco de Salud - Organización Central

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales de la Comunidad Autónoma de Euskadi

Registration number: 121721.0

Postal address: C/ Donostia-San Sebastián, 1

Town: Vitoria-Gasteiz

Postcode: 01010

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945018000

Internet address: <http://www.ejgv.euskadi.eus>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: OSAKIDETZA - Servicio Vasco de Salud - Organización Central

Registration number: S5100023J

Postal address: Alava, 45

Town: Vitoria-Gasteiz

Postcode: 01006

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Contact point: Subdirección de Tecnologías de la Información

Email: Contrata.listadistribucion@osakidetza.eus

Telephone: +34 945006269

Internet address: <http://www.osakidetza.euskadi.net>

Buyer profile: <https://www.contratacion.euskadi.eus/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Notice information

Notice identifier/version: c854f9a4-21ed-46d2-8ec3-28ac867fda06 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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