

473382-2026 - Competition

Spain – IT services: consulting, software development, Internet and support – Contratación del Servicio de atención a clientes y operación de red (CAU) de ITELAZPI, SA.

OJ S 130/2026 09/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ITELAZPI, S.A. - ITELAZPI, S.A.

Email: kontratazioa@itelazpi.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Contratación del Servicio de atención a clientes y operación de red (CAU) de ITELAZPI, SA.

Description: Contratación del Servicio de atención a clientes y operación de red (CAU) de ITELAZPI, SA.

Procedure identifier: 26721edb-3bfb-40a8-987d-ce3114576291

Internal identifier: 015.ST.2026

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): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

2.1.2. Place of performance

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

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 1 998 000,00 EUR

2.1.4. General information

Additional information: Fecha fin para la realización de consultas: 26/08/2026, antes de las 12:00 horas. Fecha fin para la presentación de ofertas: 02/09/2026, antes de las 12:00 horas. Criterios de adjudicación: Véase el detalle de los criterios de adjudicación en la Carátula. Duración del contrato: Desde el 01/01/2027 hasta el 31/12/2028. Prorrogable.

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Situación análoga a la quiebra con arreglo al Derecho nacional

Bankruptcy: Quiebra

Corruption: Corrupción

Arrangement with creditors: Convenio con los acreedores

Participation in a criminal organisation: Participación en una organización delictiva

Agreements with other economic operators aimed at distorting competition: Acuerdos con otros operadores económicos destinados a falsear la competencia

Breaching of obligations in the fields of environmental law: Incumplimiento de obligaciones en materia de Derecho medioambiental

Money laundering or terrorist financing: Blanqueo de capitales o financiación del terrorismo

Fraud: Fraude

Child labour and including other forms of trafficking in human beings: Trabajo infantil y otras formas de trata de seres humanos

Insolvency: Insolvencia

Breaching of obligations in the fields of labour law: Incumplimiento de obligaciones en materia de Derecho laboral

Assets being administered by liquidator: Activos que están siendo administrados por un liquidador

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Que haya incurrido en falsas declaraciones, le haya ocultado información, no esté en condiciones de facilitar los documentos necesarios y haya obtenido información confidencial sobre este procedimiento

Breaching of obligations set under purely national exclusion grounds: Incumplimiento de las obligaciones establecidas en los motivos de exclusión puramente nacionales

Conflict of interest due to its participation in the procurement procedure: Conflicto de intereses debido a su participación en el procedimiento de contratación

Direct or indirect involvement in the preparation of this procurement procedure: Participación, directa o indirecta, en la preparación del presente procedimiento de contratación

Grave professional misconduct: Mala conducta profesional grave

Early termination, damages, or other comparable sanctions: Rescisión anticipada, imposición de daños y perjuicios u otras sanciones comparables

Breaching of obligations in the fields of social law: Incumplimiento de obligaciones en materia de Derecho social

Breaching obligation relating to payment of social security contributions: Incumplimiento de la obligación relacionada con el pago de las contribuciones a la seguridad social

Business activities are suspended: Las actividades empresariales han sido suspendidas

Breaching obligation relating to payment of taxes: Incumplimiento de la obligación relacionada con el pago de impuestos

Terrorist offences or offences linked to terrorist activities: Delitos de terrorismo o delitos ligados a las actividades terroristas

Offence concerning its professional conduct in the domain of defence procurement: Delito relacionado con su conducta profesional en el ámbito de la contratación de defensa
Lack of reliability to exclude risks to the security of the country: Falta de fiabilidad para excluir riesgos para la seguridad del país

5. Lot

5.1. Lot: LOT-0001

Title: Contratación del Servicio de atención a clientes y operación de red (CAU) de ITELAZPI, SA.

Description: Contratación del Servicio de atención a clientes y operación de red (CAU) de ITELAZPI, SA.

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Additional classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

5.1.2. Place of performance

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

Country: Spain

5.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: El contrato extenderá su vigencia no antes del 1 de enero de 2027 hasta el 31 de diciembre de 2028, y será prorrogable, año a año, hasta un máximo de tres anualidades, es decir, en su caso, hasta el 31 de diciembre de 2031.

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: Volumen de negocios anual general

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Oferta económica.

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

Award criterion number: 51

Criterion:

Type: Quality

Description: Oferta técnica: calidad de la propuesta.

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

Award criterion number: 49

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: 02/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 25/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Sobre 03: Oferta Económica.

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

Information about review deadlines: Recurso especial: 15 días hábiles.

Organisation providing additional information about the procurement procedure: ITELAZPI, S. A. - ITELAZPI, S.A.

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo de Recursos Contractuales
Registration number: 121783.0
Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz
Town: Vitoria-Gasteiz
Postcode: 01010
Country subdivision (NUTS): Araba/Álava (ES211)
Country: Spain
Email: oararc@euskadi.eus
Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: ITELAZPI, S.A. - ITELAZPI, S.A.
Registration number: A95282216
Postal address: Edificio 101, Parque Tecnológico de Bizkaia48170 ZamudioBizkaia
Town: Zamudio
Postcode: 48170
Country subdivision (NUTS): Bizkaia (ES213)
Country: Spain
Contact point: ITELAZPI, SA
Email: kontratazioa@itelazpi.eus
Telephone: +34 944032300
Internet address: <http://www.itelazpi.eus>
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: 635af8d4-7a16-4af2-a79a-7d786840d27e - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 08/07/2026 13:00:02 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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