

481232-2026 - Competition

Spain – Customer-care services – Servicio de atención e información telefónica al mutualista, modelo híbrido Voicebot y agente para MAZ M.C.S.S. Nº 11

OJ S 132/2026 13/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades

Profesionales de la Seguridad Social nº 11

Email: contratacion@maz.es

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

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Servicio de atención e información telefónica al mutualista, modelo híbrido Voicebot y agente para MAZ M.C.S.S. Nº 11

Description: Servicio de atención e información telefónica al mutualista, modelo híbrido Voicebot y agente para MAZ M.C.S.S. Nº 11

Procedure identifier: e9120395-91ec-4e22-b21e-396e01d21369

Internal identifier: 2026/A/ASC/0372

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

2.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 838 656,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Agreements with other economic operators aimed at distorting competition: acuerdos para falsear la competencia

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de atención e información telefónica al mutualista, modelo híbrido Voicebot y agente para MAZ M.C.S.S. Nº 11

Description: Servicio de atención e información telefónica al mutualista, modelo híbrido Voicebot y agente para MAZ M.C.S.S. Nº 11

Internal identifier: 2026/A/ASC/0372

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

5.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

5.1.3. Estimated duration

Duration: 2 Years

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

Innovation procurement: The procured works, supplies, or services entail process innovation

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

Criterion: Technicians or technical bodies to carry out the work

Description of selection criterion: Técnicos o unidades técnicas

Criterion: Certificates by quality control institutes

Description of selection criterion: Certificados de control de calidad expedidos por los institutos o servicios oficiales

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Descuento en precio unitario de llamadas mensuales atendidas por IA.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Operadores franja horaria diaria.

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Plan de sostenibilidad.

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

Award criterion number: 5

Criterion:

Type: Price

Description: Precio del servicio.

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

Award criterion number: 45

Criterion:

Type: Quality

Description: Plan de Atención modelo híbrido iA + Agente.

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

Award criterion number: 7

Criterion:

Type: Quality

Description: Propuesta de organización del servicio..

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Sistema de formación de los operadores.

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

Award criterion number: 8

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=y7jUsqKkm62LAncw3qdZkA%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=y7jUsqKkm62LAncw3qdZkA%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 02/09/2026 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: 16/09/2026 09:30:00 (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

Conditions relating to the performance of the contract: Garantizará la promoción de trato igualitario y no discriminatorio y adopción de medidas de conciliación familiar.

Electronic invoicing: Allowed

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: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11 - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: 15 días hábiles a partir del siguiente al de la publicación del anuncio en el perfil del contratante

Organisation providing more information on the review procedures: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11 - Área Contratación de MAZ M.C.S.S. Nº 11

8. Organisations

8.1. ORG-0001

Official name: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11

Registration number: 50102610015001

Registration number: G50005321

Town: Zaragoza

Postcode: 50001

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

Contact point: Gerencia de MAZ Mútua de Accidentes de Trabajo y Enfermedades Profesionales de la Seguridad Social nº 11

Email: contratacion@maz.es

Telephone: 976301360

Fax: 976748038

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=hWIh5W7e6YA%3D>

Other contact points:

Official name: Área Contratación de MAZ M.C.S.S. Nº 11

Town: ZARAGOZA

Postcode: 50001

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: contratacion@maz.es

Telephone: 976701863

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: MADRID

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal_recursos.contratos@hacienda.gob.es

Telephone: +34 913491319

Internet address: <https://www.hacienda.gob.es/>

Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 0a221459-f1f7-429b-9595-603480d88753 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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