

501418-2026 - Competition

Spain – Systems support services – Gestión Integral del Centro Especializado de Soporte a Usuarios del MIVAU en el marco de los servicios de Tecnologías de la Información. CESUS

OJ S 137/2026 20/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Ministerio de Vivienda y Agenda Urbana

Email: sg.contratacion-ag@mivau.gob.es

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Gestión Integral del Centro Especializado de Soporte a Usuarios del MIVAU en el marco de los servicios de Tecnologías de la Información. CESUS

Description: El objeto del contrato lo constituye la contratación del servicio para la gestión de un centro especializado soporte a usuarios CESUS, para la gestión endto-end de incidencias, peticiones y consultas, mediante correo electrónico, atención telefónica y soporte in situ, de la infraestructura informática del puesto de trabajo, soporte y atención a usuarios a videoconferencias, además de un servicio de asistencia de primer nivel a las aplicaciones del ministerio de vivienda y agenda urbana y servicios comunes de la AEAD, siendo por tanto el punto único de entrada de los contactos relativos a los servicios TIC ofrecidos por la División de Tecnologías de la información y las comunicaciones. Los usuarios objeto del servicio serán internos, en el ámbito del entorno informático del Ministerio de Vivienda y Agenda Urbana.

Procedure identifier: 223baf36-94be-4cdc-84a4-3f2292e028ed

Previous notice: b401c557-6429-480c-aab6-8e27c9f51c39-01

Internal identifier: 2601CTRDT001

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253200 Systems support services

2.1.2. Place of performance

Country subdivision (NUTS): A Coruña (ES111)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Lugo (ES112)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Ourense (ES113)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Pontevedra (ES114)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Asturias (ES120)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Cantabria (ES130)

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

2.1.2. Place of performance

Country subdivision (NUTS): Bizkaia (ES213)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): La Rioja (ES230)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Huesca (ES241)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Teruel (ES242)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Zaragoza (ES243)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Ávila (ES411)

Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Burgos (ES412)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): León (ES413)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Palencia (ES414)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Salamanca (ES415)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Segovia (ES416)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Soria (ES417)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Valladolid (ES418)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Zamora (ES419)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Albacete (ES421)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Ciudad Real (ES422)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Cuenca (ES423)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Guadalajara (ES424)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Toledo (ES425)
Country: Spain

2.1.2. Place of performance

Country subdivision (NUTS): Badajoz (ES431)
Country: Spain

- 2.1.2. Place of performance**
Country subdivision (NUTS): Cáceres (ES432)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Barcelona (ES511)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Girona (ES512)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Lleida (ES513)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Tarragona (ES514)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Alicante / Alacant (ES521)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Castellón / Castelló (ES522)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Valencia / València (ES523)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Eivissa y Formentera (ES531)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Mallorca (ES532)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Menorca (ES533)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Almería (ES611)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Cádiz (ES612)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Córdoba (ES613)
Country: Spain

- 2.1.2. Place of performance**
Country subdivision (NUTS): Granada (ES614)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Huelva (ES615)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Jaén (ES616)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Málaga (ES617)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Sevilla (ES618)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Murcia (ES620)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Ceuta (ES630)
Country: Spain
- 2.1.2. Place of performance**
Country subdivision (NUTS): Melilla (ES640)
Country: Spain
- 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: 1 125 266,61 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 in the fields of labour law: La empresa adjudicataria debe cumplir con la legislación en materia laboral

5. Lot

5.1. Lot: LOT-0000

Title: Gestión Integral del Centro Especializado de Soporte a Usuarios del MIVAU en el marco de los servicios de Tecnologías de la Información. CESUS

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Country subdivision (NUTS): La Palma (ES707)
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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: 25 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Se prevé por un plazo de 12 meses

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

Criterion: Other economic or financial requirements

Description of selection criterion: Empleados - 8

5.1.10. Award criteria

Criterion:

Type: Price

Description: Precio.

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

Award criterion number: 51

Criterion:

Type: Quality

Description: Oferta Técnica.

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

Award criterion number: 49

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Sq%2BUUoYdU6iqb7rCcv76BA%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=Sq%2BUUoYdU6iqb7rCcv76BA%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 21/08/2026 18:00:00 (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: 08/09/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Telemático

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: Formación: La empresa adjudicataria deberá garantizar, durante la ejecución del contrato, la formación continua del personal adscrito al servicio, con el fin de favorecer la mejora de su cualificación profesional, la estabilidad y calidad del empleo y la adecuada adaptación a la evolución tecnológica de los sistemas objeto del contrato..

Electronic invoicing: Allowed

Electronic ordering will be used: yes

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: Ministerio de Vivienda y Agenda Urbana - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: 15 días hábiles a contar desde el día siguiente a partir del día siguiente al de su publicación en el perfil de contratante

8. Organisations

8.1. ORG-0001

Official name: Ministerio de Vivienda y Agenda Urbana

Registration number: 11674120211172

Registration number: S2801506C

Town: Madrid

Postcode: 28046

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Ministerio de Vivienda y Agenda Urbana

Email: sg.contratacion-ag@mivau.gob.es

Telephone: 913286491

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=UBm%2Fm5E%2FmB%2FI8aL3PRS10Q%3D%3D>

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@minhap.es

Roles of this organisation:

Notice information

Notice identifier/version: 971ccfe5-1162-40f5-aefb-5dc5f1f3c3d2 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 17/07/2026 11:15:56 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 501418-2026

OJ S issue number: 137/2026

Publication date: 20/07/2026