

514208-2026 - Competition

Spain – Telephone-answering services – Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para

FRATERNIDADMUPRESA

OJ S 141/2026 24/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Email: licitaciones@fraternidad.com

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: Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDADMUPRESA

Description: Contratación del servicio de información, atención sanitaria telefónica y gestión de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDADMUPRESA

Procedure identifier: 67490338-b22b-4ad1-ab48-ee27d93b528c

Internal identifier: PIC2026_33511

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 60000000 Transport services (excl. Waste transport), 79511000 Telephone operator services, 79512000 Call centre, 85140000 Miscellaneous health services, 85143000 Ambulance services, 85312300 Guidance and counselling 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

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Country subdivision (NUTS): Jaén (ES616)

Country: Spain

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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

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Country subdivision (NUTS): Ceuta (ES630)

Country: Spain

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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)

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Country subdivision (NUTS): Lanzarote (ES708)

Country: Spain

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Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 1 678 380,00 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 obligation relating to payment of social security contributions: No hallarse al corriente de sus obligaciones con la Seguridad Social

5. Lot

5.1. Lot: LOT-0000

Title: Contratación del servicio de información, atención sanitaria telefónica y gestión de

traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDADMUPRESA

Description: Contratación del servicio de información, atención sanitaria telefónica y gestión

de traslados sanitarios, en ámbito nacional e internacional, para FRATERNIDADMUPRESA

Internal identifier: PIC2026_33511

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 60000000 Transport services (excl. Waste transport), 79511000

Telephone operator services, 79512000 Call centre, 85140000 Miscellaneous health services,

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5.1.2. Place of performance

Country subdivision (NUTS): Tenerife (ES709)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: El contrato tendrá una duración de 12 meses, a contar desde la fecha indicada en el mismo, pudiendo ser objeto de una prórroga por un periodo de

12 meses, comunicada por escrito al adjudicatario del contrato con dos meses de antelación a su vencimiento. La prórroga se acordará por el órgano de contratación y será obligatoria para el adjudicatario, sin que pueda producirse por el consentimiento tácito de las partes.

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: 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: Price

Description: Oferta económica.

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

Award criterion number: 49

Criterion:

Type: Quality

Description: Proyecto de servicio y calidad.

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=ixkBtfb1%2FUH9pbnDwlaUlg%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=ixkBtfb1%2FUH9pbnDwlaUlg%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 26/08/2026 23:59:00 (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: 27/08/2026 09:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Servicios Centrales - Fraternidad-Muprespa

Opening date: 27/08/2026 09:15:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Servicios Centrales - Fraternidad-Muprespa

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: Una vez que la ejecución del objeto del contrato conlleva la cesión de datos por parte de FRATERNIDAD-MUPRESA al contratista, se establece, en virtud del artículo 202 de la LCSP, que dicho contratista asume con carácter de condición especial de ejecución la obligación de someterse a la normativa nacional y de la Unión Europea en materia de protección de datos.

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: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275 - TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES

Information about review deadlines: La interposición, tramitación y resolución del recurso especial en materia de contratación se regirá por lo establecido en los artículos 44 y siguientes de la LCSP

8. Organisations

8.1. ORG-0001

Official name: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Registration number: 50314010057221

Registration number: G82287228

Town: Madrid

Postcode: 28014

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Gerencia de Fraternidad Muprespa - Mútua Colaboradora con la Seguridad Social nº 275

Email: licitaciones@fraternidad.com

Telephone: +34 913608700

Internet address: <http://www.fraternidad.com>

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=InZnMU1DDuA%3D>

Other contact points:

Official name: TRIBUNAL ADMINISTRATIVO CENTRAL DE RECURSOS CONTRACTUALES

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Roles of this organisation:

Notice information

Notice identifier/version: 846dd3f2-fc68-44e4-af96-1bdcfa3c7f39 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 22/07/2026 15:45:26 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 514208-2026

OJ S issue number: 141/2026

Publication date: 24/07/2026