

532259-2026 - Competition

Spain – Call centre – Servicio de atención telefónica 24h de gipuzkoako urak
OJ S 146/2026 31/07/2026
Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Gipuzkoako Urak - Gipuzkoako Urak
Email: empresa@gipuzkoakour.eus
Legal type of the buyer: Local authority
Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de atención telefónica 24h de gipuzkoako urak
Description: Servicio de atención telefónica 24h de gipuzkoako urak
Procedure identifier: a42def2b-2a0e-4e6d-940a-21f8ade1bcaf
Internal identifier: 26924580
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): 79512000 Call centre

2.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)
Country: Spain

2.1.3. Value

Estimated value excluding VAT: 862 432,48 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: -

5. Lot

5.1. Lot: LOT-0001

Title: Servicio de atención telefónica 24h de gipuzkoako urak
Description: Servicio de atención telefónica 24h de gipuzkoako urak
Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: Dato señalado en el punto 5 de la carátula

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: Specific average yearly turnover

Description of selection criterion: Volumen de negocios anual medio específico

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Criterios subjetivos

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

Award criterion number: 40

Criterion:

Type: Cost

Description: Criterios objetivos

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

Award criterion number: 60

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://licitaciones.gipuzkoakour.eus/Obras/Detalle_s?codigoObra=26924580&proyectoId=24580&tipo=500

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 15/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 4 Months

Information about public opening:

Opening date: 16/09/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: APERTURA SOBRE A

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: Organo Administrativo de Recursos Contractuales

Organisation providing additional information about the procurement procedure: Gipuzkoako Urak - Gipuzkoako Urak

Organisation providing more information on the review procedures: Organo Administrativo de Recursos Contractuales

8. Organisations

8.1. ORG-0001

Official name: Organo Administrativo de Recursos Contractuales

Registration number: 122534.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz

Town: Gasteiz

Postcode: 01010

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Gipuzkoako Urak - Gipuzkoako Urak

Registration number: A20471462

Postal address: C/Portuetxe, Blanca Vinuesa

Town: Donostia / San Sebastián

Postcode: 20018

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

Contact point: Gipuzkoako Urak

Email: empresa@gipuzkoakour.eus

Telephone: +34 900322222

Fax: +34 900322222

Internet address: <https://www.gipuzkoakour.eus/>

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Organo Administrativo de Recursos Contractuales

Registration number: 122535.0

Postal address: Donostia-San Sebastián, 1 01010 Vitoria-Gasteiz

Town: Gasteiz

Postcode: 01010

Country subdivision (NUTS): Gipuzkoa (ES212)

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Organisation providing more information on the review procedures

10. Change

Version of the previous notice to be changed

:

28f257b7-6548-4164-a09d-a3772d1b9c78-01

Main reason for change

:

Information updated

10.1. Change

Section identifier: LOT-0001

Notice information

Notice identifier/version: 28f257b7-6548-4164-a09d-a3772d1b9c78 - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 30/07/2026 13:15:03 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

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