

537401-2026 - Result

Spain – Telephone operator services – Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

OJ S 148/2026 04/08/2026

**Contract or concession award notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: Director Gerente de FREMAP

Email: licitaciones@fremap.es

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

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

Description: Las necesidades que deben satisfacerse mediante este procedimiento se especifican, describen en detalle y justifican en la Memoria de Necesidades que se publica con el mismo.

Procedure identifier: fa7b8664-6437-47da-be23-586d43b4d8d9

Previous notice: 3a79b5ab-1f2c-4d9c-89a0-5ccd602ec3b0-01

Internal identifier: LICT/99/119/2025/0006

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator 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

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

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Contratación del servicio de gestión telefónica para las empresas asociadas y trabajadores protegidos por FREMAP, Mutua Colaboradora con la Seguridad Social nº61.

Description: Las necesidades que deben satisfacerse mediante este procedimiento se especifican, describen en detalle y justifican en la Memoria de Necesidades que se publica con el mismo.

Internal identifier: LICT/99/119/2025/0006

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Country: Spain

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.10. Award criteria

Criterion:

Type: Price

Description: 01. Oferta económica.

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

Award criterion number: 35

Criterion:

Type: Quality

Description: 02. Experiencia del responsable del contrato.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: 03. Certificados de calidad del servicio Call Center.

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

Award criterion number: 18

Criterion:

Type: Quality

Description: 04. Uso de IA como agente con información de FREMAP.

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

Award criterion number: 14

Criterion:

Type: Quality

Description: 05. Uso de IA para formación interna.

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

Award criterion number: 10

Criterion:

Type: Quality

Description: 06. Realización de informes Power BI.

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

Award criterion number: 8

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: Director Gerente de FREMAP - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: El plazo de presentación de recursos será el establecido en la normativa de Contratación Pública.

6. Results

Value of all contracts awarded in this notice: 1 120 805,11 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Ilunion CEE Contact Center

Tender:

Tender identifier: REF TEN-0001/LOT-0000

Identifier of lot or group of lots: LOT-0000

Value of the tender: 1 120 805,11 EUR

The tender was ranked: no

Subcontracting: No

Contract information:

Identifier of the contract: LICT/99/119/2025/0006/L1

Date on which the winner was chosen: 17/06/2026

Date of the conclusion of the contract: 31/07/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Director Gerente de FREMAP

Registration number: 50103610015161

Registration number: G28207017

Town: Majadahonda (Madrid)

Postcode: 28222

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Director Gerente de FREMAP

Email: licitaciones@fremap.es

Telephone: 917322876

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

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=Rs4EFuSeMgl%3D>

Other contact points:

Official name: Tribunal Administrativo Central de Recursos Contractuales

Town: Madrid

Postcode: 28020

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Contact point: Tribunal Administrativo Central de Recursos Contractuales

Email: tribunal_recursos.contratos@hacienda.gob.es

Telephone: +34 913491319

Fax: +34 913491441

Roles of this organisation:

Buyer

Review organisation

8.1. ORG-0002

Official name: Ilunion CEE Contact Center

Size of the economic operator: Large

Registration number: A79331690

Town: Madrid

Postcode: 28037

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: comercial@contactcenter.ilunion.com

Telephone: 902121121

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Spain

Notice information

Notice identifier/version: d3acb0a9-cf04-4229-b000-90d46491576e - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 03/08/2026 11:17:56 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 537401-2026

OJ S issue number: 148/2026

Publication date: 04/08/2026