

578457-2026 - Competition

Spain – Administration services – Servicio de información presencial, telefónica, telemática y de asistencia material a los obligados tributarios 2026-2028

OJ S 161/2026 21/08/2026

Contract notice – light regime

Services

1. Buyer

1.1. Buyer

Official name: Agencia Tributaria de la Región de Murcia (ATRM)

Email: contratacion-ATRM@listas.carm.es

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de información presencial, telefónica, telemática y de asistencia material a los obligados tributarios 2026-2028

Description: Servicio de información presencial, telefónica, telemática y de asistencia material a los obligados tributarios 2026-2028. Procedimiento abierto con varios criterios de adjudicación.

Procedure identifier: 5c1dbd2f-d242-4282-b81a-4052c21576e4

Previous notice: 7759d1cd-c278-4177-be65-ffd41865076e-01

Internal identifier: 59004/2026

Type of procedure: Open

Main features of the procedure: Abierto con varios criterios de adjudicación

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 75100000 Administration services

2.1.2. Place of performance

Country subdivision (NUTS): Murcia (ES620)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 32 521 800,24 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Servicio de información presencial, telefónica, telemática y de asistencia material a los obligados tributarios 2026-2028

Description: Servicio de información presencial, telefónica, telemática y de asistencia material a los obligados tributarios 2026-2028. Procedimiento abierto con varios criterios de adjudicación.

Internal identifier: 59004/2026

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 75100000 Administration services

5.1.2. Place of performance

Country subdivision (NUTS): Murcia (ES620)

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.

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: Environmental management measures

Description of selection criterion: Maquinaria, material y equipo técnico para la ejecución del contrato

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: Apartado K del Anexo I del PCAP Certificación conforme al ENS, categoría alta.

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

Award criterion number: 8

Criterion:

Type: Quality

Description: Apartado K del Anexo I del PCAP Certificación ISO 18295-1.

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

Award criterion number: 7

Criterion:

Type: Price

Description: Apartado K del Anexo I del PCAP Proposición económica.

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

Award criterion number: 40

Criterion:

Type: Quality

Description: Apartado K del Anexo I del PCAP Herramientas de medición satisfacción del usuario.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Apartado K del Anexo I del PCAP Programa de formación tributaria.

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Apartado K del Anexo I del PCAP Solución tecnológica para chatbot.

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

Award criterion number: 15

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=wFx9gG4V%2FQXs%2BnLj3vAg5A%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=wFx9gG4V%2FQXs%2BnLj3vAg5A%3D%3D

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 07/09/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Information about public opening:

Opening date: 01/10/2026 10:15:00 (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

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

5.1.16. Further information, mediation and review

Review organisation: Agencia Tributaria de la Región de Murcia (ATRM) - Tribunal Administrativo Central de Recursos Contractuales

Information about review deadlines: Art. 44 y siguientes de la LCSP

8. Organisations

8.1. ORG-0001

Official name: Agencia Tributaria de la Región de Murcia (ATRM)

Registration number: 21261630169923

Registration number: Q3000762I

Town: Murcia

Postcode: 30001

Country subdivision (NUTS): Murcia (ES620)

Country: Spain

Contact point: Agencia Tributaria de la Región de Murcia (ATRM)

Email: contratacion-ATRM@listas.carm.es

Telephone: 968366348

Buyer profile: <https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=JU78n5pPpN%2Brz3GQd5r6SQ%3D%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:

Buyer

Review organisation

Notice information

Notice identifier/version: dd8581f3-8cb0-45c8-977a-6377538d5983 - 01

Form type: Competition

Notice type: Contract notice – light regime

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