

611778-2026 - Competition

Spain – Telephone-answering services – Servicio de atención de llamadas telefónicas de la DFA
OJ S 171/2026 04/09/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Diputación Foral de Álava - Departamento de Empleo, Comercio, Turismo y Administración Foral

Email: kontrataZO@araba.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de atención de llamadas telefónicas de la DFA

Description: Servicio de atención de llamadas telefónicas de la DFA

Procedure identifier: 8fa9e320-f1ca-4042-8d20-91cc6c47731e

Internal identifier: SG 10/27

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): 79510000 Telephone-answering services

2.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 638 400,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Participation in a criminal organisation: .

Child labour and including other forms of trafficking in human beings: .

5. Lot

5.1. Lot: LOT-0001

Title: Servicio de atención de llamadas telefónicas de la DFA

Description: Servicio de atención de llamadas telefónicas de la DFA
Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2028

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: Prórrogas anuales

5.1.6. General information

This is a recurrent procurement

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: Volumen de negocios anual general

Criterion: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Mejor precio ofertado

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

Award criterion number: 50

Criterion:

Type: Cost

Description: Mejor relación entre el salario medio ofertado (€/h) de las/los 7 teleoperadoras/es y el precio ofertado (€/h) para la prestación del servicio

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Mejor planteamiento de desarrollo del servicio

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

Award criterion number: 15

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://www.contratacion.euskadi.eus/KPELicitacion>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 18/09/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

Information about public opening:

Opening date: 02/10/2026 08:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura sobres 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: Órgano Administrativo Foral de Recursos Contractuales de Álava

Information about review deadlines: Recurso especial en materia de contratación: 15 días hábiles ante el Órgano Administrativo Foral de Recursos Contractuales Recurso contencioso-administrativo ante el juzgado de lo Contencioso-Administrativo de Vitoria-Gasteiz: 2 meses

Organisation providing additional information about the procurement procedure: Diputación Foral de Álava - Departamento de Empleo, Comercio, Turismo y Administración Foral

8. Organisations

8.1. ORG-0001

Official name: Órgano Administrativo Foral de Recursos Contractuales de Álava

Registration number: 122480.0

Postal address: Plaza de la Provincia, s/n. 01001 Vitoria-Gasteiz (Álava/Araba)

Town: Vitoria-Gasteiz

Postcode: 01001

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Email: oafrc-kefoa@araba.eus

Telephone: +34 945181818

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Diputación Foral de Álava - Departamento de Empleo, Comercio, Turismo y Administración Foral

Registration number: P01000001

Postal address: Samaniego, 14 - 6ª pl. - 01008 Vitoria-Gasteiz (Álava/Araba)

Town: Vitoria-Gasteiz

Postcode: 01001

Country subdivision (NUTS): Araba/Álava (ES211)

Country: Spain

Contact point: Secretaría Técnica de Servicios Generales

Email: kontrataZO@araba.eus

Telephone: +34 945181818

Internet address: <http://www.araba.eus>

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Notice information

Notice identifier/version: 05f5cccd-09e1-414e-8ce3-6377d789a862 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 03/09/2026 11:15:04 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Spanish

Notice publication number: 611778-2026

OJ S issue number: 171/2026

Publication date: 04/09/2026