

623038-2026 - Competition

Spain – License management software package – Suministro de licencias de Contact Center para Osakidetza

OJ S 175/2026 10/09/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

Email: ContratacionEJIE@ejie.eus

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Suministro de licencias de Contact Center para Osakidetza

Description: Suministro de licencias de Contact Center para Osakidetza

Procedure identifier: 4cda9f19-9cdf-4f57-a90d-43c9e378c582

Internal identifier: EJIE-2026-113

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Abierto

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48218000 License management software package

2.1.2. Place of performance

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

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 2 514 931,64 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law: Situación análoga a la quiebra con arreglo al Derecho nacional

Bankruptcy: Quiebra

Corruption: Corrupción

Arrangement with creditors: Convenio con los acreedores

Participation in a criminal organisation: Participación en una organización delictiva

Agreements with other economic operators aimed at distorting competition: Acuerdos con otros operadores económicos destinados a falsear la competencia

Breaching of obligations in the fields of environmental law: Incumplimiento de obligaciones en materia de Derecho medioambiental

Money laundering or terrorist financing: Blanqueo de capitales o financiación del terrorismo

Fraud: Fraude

Child labour and including other forms of trafficking in human beings: Trabajo infantil y otras formas de trata de seres humanos

Insolvency: Insolvencia

Breaching of obligations in the fields of labour law: Incumplimiento de obligaciones en materia de Derecho laboral

Assets being administered by liquidator: Activos que están siendo administrados por un liquidador

Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure: Que haya incurrido en falsas declaraciones, le haya ocultado información, no esté en condiciones de facilitar los documentos necesarios y haya obtenido información confidencial sobre este procedimiento

Breaching of obligations set under purely national exclusion grounds: Incumplimiento de las obligaciones establecidas en los motivos de exclusión puramente nacionales

Conflict of interest due to its participation in the procurement procedure: Conflicto de intereses debido a su participación en el procedimiento de contratación

Direct or indirect involvement in the preparation of this procurement procedure: Participación, directa o indirecta, en la preparación del presente procedimiento de contratación

Grave professional misconduct: Mala conducta profesional grave

Early termination, damages, or other comparable sanctions: Rescisión anticipada, imposición de daños y perjuicios u otras sanciones comparables

Breaching of obligations in the fields of social law: Incumplimiento de obligaciones en materia de Derecho social

Breaching obligation relating to payment of social security contributions: Incumplimiento de la obligación relacionada con el pago de las contribuciones a la seguridad social

Business activities are suspended: Las actividades empresariales han sido suspendidas

Breaching obligation relating to payment of taxes: Incumplimiento de la obligación relacionada con el pago de impuestos

Terrorist offences or offences linked to terrorist activities: Delitos de terrorismo o delitos ligados a las actividades terroristas

Offence concerning its professional conduct in the domain of defence procurement: Delito relacionado con su conducta profesional en el ámbito de la contratación de defensa

Lack of reliability to exclude risks to the security of the country: Falta de fiabilidad para excluir riesgos para la seguridad del país

5. Lot

5.1. Lot: LOT-0001

Title: Suministro de licencias de Contact Center para Osakidetza

Description: Suministro de licencias de Contact Center para Osakidetza

Internal identifier: 0

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48218000 License management software package

5.1.2. Place of performance

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

Country: Spain

5.1.3. Estimated duration

Duration: 13 Months

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: References on specified services

Description of selection criterion: Referencias sobre servicios específicos

5.1.10. Award criteria

Criterion:

Type: Price

Description: Mejor precio

Description of the method to be used if weighting cannot be expressed by criteria: El método de cálculo que va detallado en los pliegos

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: 09/10/2026 10:00:00 (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: 22/10/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Additional information: Apertura Sobre Proposición Económica

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: 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: Órgano Administrativo de Recursos Contractuales

Information about review deadlines: El recurso deberá interponerse en el OARC de la Comunidad Autónoma de Euskadi, en el plazo de quince días hábiles contados a partir del día siguiente a aquel en que se remita la notificación del acto impugnado.

Organisation providing additional information about the procurement procedure: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

8. Organisations**8.1. ORG-0001**

Official name: Órgano Administrativo de Recursos Contractuales

Registration number: 123348.0

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

Town: Vitoria-Gasteiz

Postcode: 01010

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

Country: Spain

Email: oarc@euskadi.eus

Telephone: +34 945019595

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: EJIE, S.A. - Sociedad Informática del Gobierno Vasco - EJIE-Sociedad Informática del Gobierno Vasco

Registration number: A01022664

Postal address: Mediterráneo, 14 01010 Vitoria-Gasteiz

Town: Vitoria-Gasteiz

Postcode: 01010

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

Country: Spain

Contact point: EJIE, S.A.

Email: ContratacionEJIE@ejie.eus

Telephone: +34 945017300

Internet address: <https://www.ejie.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: 12c03046-24f2-4804-a7d7-1a111ccc7573 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 09/09/2026 09:15:04 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 623038-2026
OJ S issue number: 175/2026
Publication date: 10/09/2026