

658683-2026 - Competition

Spain – Library, archives, museums and other cultural services – Servicio de Atención al Visitante en salas y museos de la Dirección General de Cultura e Industrias Creativas: 4 lotes
OJ S 185/2026 24/09/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

Email: contratos.cultura@madrid.org

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de Atención al Visitante en salas y museos de la Dirección General de Cultura e Industrias Creativas: 4 lotes

Description: Contratación de un servicio cualificado y profesional en las tareas de atención e información al visitante, mediación cultural e intercultural y controlador de salas, en tres de las salas de exposiciones y tres de los museos dependientes de la Consejería de Cultura Turismo y Deporte de la Comunidad de Madrid en el período comprendido entre el 8 de marzo de 2027 al 7 de marzo de 2028.

Procedure identifier: b0806d78-4392-425f-b774-1aed704fe96d

Previous notice: 511446-2026

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92500000 Library, archives, museums and other cultural services

2.1.2. Place of performance

Town: Madrid

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

2.1.3. Value

Estimated value excluding VAT: 2 351 579,69 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 4

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Sala Alcalá 31, Sala Canal de Isabel II y Sala Arte Joven.

Description: Contratación de un servicio cualificado y profesional en las tareas de atención e información al visitante, mediación cultural e intercultural y controlador de salas, en Sala Alcalá 31, Sala Canal de Isabel II y Sala Arte Joven.

Internal identifier: Lote 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92500000 Library, archives, museums and other cultural services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Duración máxima del contrato incluidas las prórrogas: 24 meses

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Propuesta económica.

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

Award criterion number: 49

Criterion:

Type: Quality

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Mejora en los elementos del contrato

5.1.11. Procurement documents

Address of the procurement documents: <https://contratospublicos.comunidad.madrid>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <http://contratospublicos.comunidad.madrid/perfilcontratante>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 19/10/2026 23:59:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

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: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Organisation providing additional information about the procurement procedure: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

Organisation providing more information on the review procedures: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

5.1. Lot: LOT-0002

Title: Casa Museo Lope de Vega

Description: Contratación de un servicio cualificado y profesional en las tareas de atención e información al visitante, mediación cultural e intercultural y controlador de salas, en Casa Museo Lope de Vega.

Internal identifier: Lote 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92500000 Library, archives, museums and other cultural services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Duración máxima del contrato incluidas las prórrogas: 24 meses

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria**Criterion:**

Type: Price

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Propuesta económica

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

Award criterion number: 49

Criterion:

Type: Quality

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Mejora en los elementos del contrato

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: <https://contratospublicos.comunidad.madrid/>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Required

Address for submission: <http://contratospublicos.comunidad.madrid/perfilcontratante>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 19/10/2026 23:59:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

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: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Organisation providing additional information about the procurement procedure: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

5.1. Lot: LOT-0003

Title: Museo Centro de Arte 2 de mayo (Museo CA2M)

Description: Contratación de un servicio cualificado y profesional en las tareas de atención e información al visitante, mediación cultural e intercultural y controlador de salas, en Museo Centro de Arte 2 de mayo (Museo CA2M)

Internal identifier: Lote 3

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92500000 Library, archives, museums and other cultural services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Duración máxima del contrato incluidas las prórrogas: 24 meses

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Propuesta económica

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

Award criterion number: 49

Criterion:

Type: Quality

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Mejora en los elementos del contrato

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: <https://contratospublicos.comunidad.madrid/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <http://contratospublicos.comunidad.madrid/perfilcontratante>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 19/10/2026 23:59:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

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: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Organisation providing additional information about the procurement procedure: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

Organisation providing more information on the review procedures: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

5.1. Lot: LOT-0004

Title: Museo Casa Natal Cervantes

Description: Contratación de un servicio cualificado y profesional en las tareas de atención e información al visitante, mediación cultural e intercultural y controlador de salas, en Museo Casa Natal Cervantes

Internal identifier: Lote 4

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92500000 Library, archives, museums and other cultural services

5.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Duración máxima del contrato incluidas las prórrogas: 24 meses

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): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Propuesta económica

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

Award criterion number: 49

Criterion:

Type: Quality

Description: Criterios evaluables de forma automática por aplicación de fórmulas: Mejora en los elementos del contrato

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

Award criterion number: 51

5.1.11. Procurement documents

Address of the procurement documents: <https://contratospublicos.comunidad.madrid/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <http://contratospublicos.comunidad.madrid/perfilcontratante>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 19/10/2026 23:59:59 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 2 Months

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: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Organisation providing additional information about the procurement procedure: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

8. Organisations

8.1. ORG-0001

Official name: Comunidad de Madrid-Consejería de Cultura, Turismo y Deporte

Registration number: S7800001E

Postal address: C/ Alcalá, 31

Town: Madrid

Postcode: 28014

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: contratos.cultura@madrid.org

Telephone: 917208454

Internet address: <https://www.comunidad.madrid>

Buyer profile: <https://contratos-publicos.comunidad.madrid/perfil-contratante>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Tribunal Administrativo de la Contratación Pública de la Comunidad de Madrid

Registration number: No aplica

Postal address: c/ Manuel Silvela, 15, 6ª planta

Town: Madrid

Postcode: 28010

Country subdivision (NUTS): Madrid (ES300)

Country: Spain

Email: tribunal.contratacion@madrid.org

Telephone: 917206346

Internet address: <https://www.comunidad.madrid/tacp/>

Roles of this organisation:

Review organisation

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: b2b8901a-7ccf-44fd-a257-7b0824206183 - 01

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