759379-2026 - Competition

Spain – IT services: consulting, software development, Internet and support – Servicio soporte a los usuarios de los servicios digitales de la TGSS
OJ S 212/2026 02/11/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Gerencia de Informática de la Seguridad Social
Email: contratacion.giss-sscc.informatica@seg-social.es
Legal type of the buyer: Central government authority
Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio soporte a los usuarios de los servicios digitales de la TGSS
Description: Constituye el objeto del presente contrato el servicio de apoyo técnico para el Área de Atención al Usuario de la Gerencia de Informática de la Seguridad Social (en adelante GISS) para el tratamiento y la resolución de las consultas e incidencias procedentes de la Tesorería General de la Seguridad Social (en adelante TGSS) y del Instituto Nacional de la Seguridad Social (en adelante INSS), de carácter técnico, y relativas al uso por parte de los usuarios de los servicios digitales de ambas entidades.
Procedure identifier: 2c744a61-aae8-47c9-a03c-230c26bb909d
Previous notice: 644627c1-1c53-45c0-baab-c18d1c153d04-01
Internal identifier: 2026/7020
Type of procedure: Open
The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Madrid (ES300)
Country: Spain

2.1.3. Value

Estimated value excluding VAT: 1 808 040,96 EUR

2.1.4. General information

Legal basis:
Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds: Los recogidos en la LCSP

5. Lot

5.1. Lot: LOT-0000

Title: Servicio soporte a los usuarios de los servicios digitales de la TGSS
Description: Constituye el objeto del presente contrato el servicio de apoyo técnico para el Área de Atención al Usuario de la Gerencia de Informática de la Seguridad Social (en adelante GISS) para el tratamiento y la resolución de las consultas e incidencias procedentes de la Tesorería General de la Seguridad Social (en adelante TGSS) y del Instituto Nacional de la Seguridad Social (en adelante INSS), de carácter técnico, y relativas al uso por parte de los usuarios de los servicios digitales de ambas entidades.
Internal identifier: 2026/7020

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

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

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: General yearly turnover
Description of selection criterion: Cifra anual de negocio

5.1.10. Award criteria

Criterion:
Type: Quality
Description: Estabilidad en el empleo y mantenimiento de las condiciones de trabajo.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 5
Criterion:
Type: Quality
Description: Formación adicional de todo el personal incorporado al servicio de asistencia técnica.
Category of award weight criterion: Weight (points, exact)

Award criterion number: 10
Criterion:
Type: Price
Description: Porcentaje de descuento único sobre los precios unitarios de todas las categorías .
Category of award weight criterion: Weight (points, exact)
Award criterion number: 50
Criterion:
Type: Quality
Description: Plan de arranque y mantenimiento del servicio.
Category of award weight criterion: Weight (points, exact)
Award criterion number: 35

5.1.11. Procurement documents

Address of the procurement documents: https://contrataciondelestado.es/wps/poc?uri=deeplink:detalle_licitacion&idEvl=Ph9CzHNLk7IIYE3ZiZ%2BxmQ%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=Ph9CzHNLk7IIYE3ZiZ%2BxmQ%3D%3D
Languages in which tenders or requests to participate may be submitted: Spanish
Electronic catalogue: Not allowed
Deadline for receipt of tenders: 16/11/2026 14:00:00 (UTC+01:00) Central European Time, Western European Summer Time
Duration during which the tender must remain valid: 2 Months
Information about public opening:
Opening date: 19/11/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time
Place: GISS
Opening date: 11/12/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time
Place: GISS
Opening date: 25/11/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time
Place: GISS
Terms of contract:
The execution of the contract must be performed within the framework of sheltered employment programmes: No
Electronic invoicing: Allowed
Electronic ordering will be used: no
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: Gerencia de Informática de la Seguridad Social - Tribunal Administrativo Central de Recursos Contractuales
Information about review deadlines: 15 días

8. Organisations

8.1. ORG-0001

Official name: Gerencia de Informática de la Seguridad Social
Registration number: 10000400057829
Registration number: Q2802407C
Town: Madrid
Postcode: 28041
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Contact point: Gerencia de Informática de la Seguridad Social
Email: contratacion.giss-sscc.informatica@seg-social.es
Telephone: 913903016
Buyer profile: https://contrataciondelestado.es/wps/poc?uri=deeplink:perfilContratante&idBp=vKL2qkqSumYQK2TEfXGy%2BA%3D%3D
Other contact points:
Official name: Tribunal Administrativo Central de Recursos Contractuales
Town: Madrid
Postcode: 28020
Country subdivision (NUTS): Madrid (ES300)
Country: Spain
Email: tribunal_recursos.contratos@hacienda.gob.es
Roles of this organisation:
Buyer
Review organisation

Notice information

Notice identifier/version: c9d978ec-a845-4822-b0a6-a177391f0eb3 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 30/10/2026 10:25:01 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: Spanish
Notice publication number: 759379-2026
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