

90976-2026 - Competition

Spain – Telephone and data transmission services – Servicio de plataforma omnicanal para atención ciudadana 012

OJ S 27/2026 09/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Navarra de Servicios y tecnologías, S.A. (NASERTIC)

Email: licitacion@nasertic.es

Legal type of the buyer: Public undertaking

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Servicio de plataforma omnicanal para atención ciudadana 012

Description: Contratación de los servicios de mantenimiento, soporte, operación y evolución de la plataforma Genesys incluyendo las actividades que se definen en los pliegos confeccionado al efecto.

Procedure identifier: 160942bf-01da-43a0-94b7-4f4fbe71c8cb

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

2.1.2. Place of performance

Town: Navarra

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Servicio de plataforma omnicanal para atención ciudadana 012

Description: Contratación de los servicios de mantenimiento, soporte, operación y evolución de la plataforma Genesys incluyendo las actividades que se definen en los pliegos confeccionado al efecto.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

5.1.2. Place of performance

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

5.1.3. Estimated duration

Duration: 5 Years

5.1.5. Value

Estimated value excluding VAT: 996 837,50 EUR

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

5.1.11. Procurement documents

Address of the procurement documents: <https://portalcontratacion.navarra.es/es/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://portalcontratacion.navarra.es/es/quiero-presentar-una-oferta-electronica>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 10/03/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 6 Months

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: 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 CONTRATOS PÚBLICOS

Information about review deadlines: ver pliego de cláusulas administrativas

8. Organisations

8.1. ORG-0001

Official name: Navarra de Servicios y tecnologías, S.A. (NASERTIC)

Registration number: A/31098064

Department: Servicio jurídico

Postal address: C/Orcoyen s/n 31011

Town: Pamplona

Postcode: 31011

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

Contact point: Servicio jurídico

Email: licitacion@nasertic.es

Telephone: 848420500

Internet address: <https://www.nasertic.es/es>

Information exchange endpoint (URL): <https://portalcontratacion.navarra.es/es/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: TRIBUNAL ADMINISTRATIVO DE CONTRATOS PÚBLICOS

Registration number: S3100004E

Postal address: Calle Iturrana 10

Town: PAMPLONA / IRUÑA

Postcode: 31007

Country subdivision (NUTS): Navarra (ES220)

Country: Spain

Email: tribunal.contratos@navarra.es

Telephone: 848421964

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

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