

109135-2026 - Competition

Portugal – Data-processing services – Serviços de tratamento de dados e Business Intelligence, gestão de projeto e de sistemas de tratamento de reclamações, de análise de conformidade legal e gestão de conhecimento

OJ S 32/2026 16/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Autoridade Nacional de Comunicações

Email: info@anacom.pt

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Serviços de tratamento de dados e Business Intelligence, gestão de projeto e de sistemas de tratamento de reclamações, de análise de conformidade legal e gestão de conhecimento

Description: Serviços de tratamento de dados e Business Intelligence, gestão de projeto e de sistemas de tratamento de reclamações, de análise de conformidade legal e gestão de conhecimento

Procedure identifier: b18f78b2-3531-47f9-9218-f43ae1225dba

Internal identifier: PA00120260000045

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: De acordo com as peças procedimentais.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72310000 Data-processing services

2.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Área Metropolitana de Lisboa (PT170)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 575 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0000

Title: Serviços de tratamento de dados e Business Intelligence, gestão de projeto e de sistemas de tratamento de reclamações, de análise de conformidade legal e gestão de conhecimento

Description: Serviços de tratamento de dados e Business Intelligence, gestão de projeto e de sistemas de tratamento de reclamações, de análise de conformidade legal e gestão de conhecimento

Internal identifier: PA00120260000045

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72310000 Data-processing services

5.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Área Metropolitana de Lisboa (PT170)

Country: Portugal

5.1.3. Estimated duration

Duration: 3 Years

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 575 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Preço

Description: Preço

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

Award criterion number: 80

Criterion:

Type: Quality

Name: Organização, qualificações e experiência do pessoal encarregado

Description: Organização, qualificações e experiência do pessoal encarregado

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

Award criterion number: 20

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Portuguese

Address of the procurement documents: <https://www.vortal.biz/pt-pt/login/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://pt.vortal.biz>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Description of the financial guarantee: De acordo com o Programa de Concurso.

Deadline for receipt of tenders: 16/03/2026 17:00:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 120 Days

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: De acordo com as peças procedimentais.

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: De acordo com as peças procedimentais.

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: Autoridade Nacional de Comunicações

Information about review deadlines: De acordo com a legislação aplicável.

8. Organisations

8.1. ORG-0001

Official name: Autoridade Nacional de Comunicações

Registration number: 502017368

Department: Conselho de Administração da ANACOM

Postal address: Rua Ramalho Ortigão, 51

Town: Lisboa

Postcode: 1099-099

Country subdivision (NUTS): Área Metropolitana de Lisboa (PT170)

Country: Portugal

Contact point: Conselho de Administração da ANACOM

Email: info@anacom.pt

Telephone: 217211000

Internet address: <https://www.anacom.pt>

Roles of this organisation:

Buyer

Review organisation

8.1. ORG-0002

Official name: Imprensa Nacional-Casa da Moeda, S. A. (INCM)

Registration number: 500792887

Department: Unidade do Diário da República

Postal address: Avenida António José de Almeida

Town: Lisboa

Postcode: 1000-042

Country subdivision (NUTS): Área Metropolitana de Lisboa (PT170)

Country: Portugal

Contact point: Ponto de contacto

Email: 2serie@diariodarepublica.pt

Telephone: +351 217810870

Fax: +351 213945716

Internet address: <https://diariodarepublica.pt>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 35ce99b2-1f5b-4bda-87c4-82a57aa9a58b - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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