120877-2026 - Competition

Portugal – Business services: law, marketing, consulting, recruitment, printing and security – Aquisição de serviços de Contact Center PEPAC Continente
OJ S 36/2026 20/02/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Estrutura de Missão para a Gestão do Plano Estratégico da Política Agrícola Comum no Continente
Email: sec.ag@pepacc.pt
Legal type of the buyer: Central government authority
Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Aquisição de serviços de Contact Center PEPAC Continente
Description: Aquisição de serviços de Contact Center | Plataforma Digital Multicanal de Gestão de Contactos dos Fundos Europeus para a Agricultura no Continente
Procedure identifier: 399ac8bb-22a0-4a91-8cca-d828a4e98556
Internal identifier: 04/CPI/2026
Type of procedure: Open
The procedure is accelerated: no
Main features of the procedure: De acordo com Programa de concurso e Caderno de encargos

2.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security

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: 277 123,78 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: Aquisição de serviços de Contact Center PEPAC Continente
Description: Aquisição de serviços de Contact Center | Plataforma Digital Multicanal de Gestão de Contactos dos Fundos Europeus para a Agricultura no Continente
Internal identifier: 04/CPI/2026

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79000000 Business services: law, marketing, consulting, recruitment, printing and security
Options:
Description of the options: igual ao prazo inicial

5.1.2. Place of performance

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

5.1.3. Estimated duration

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 1

5.1.5. Value

Estimated value excluding VAT: 277 123,78 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: Not required
Procurement Project fully or partially 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: Quality
Name: Qualidade
Description: Qualidade
Category of award weight criterion: Weight (percentage, exact)
Award criterion number: 80
Criterion:
Type: Price
Name: Preço
Description: Preço
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.anogov.com/op-agpdr2020/faces/app/acessoDocs.jsp?codigoAcesso=dkPuyanGO7JpD3Bqx20O06DiATxKXROac7QMkVO9KZekVLioc8

5.1.12. Terms of procurement

Terms of submission:
Electronic submission: Required
Address for submission: https://www.anogov.com/op-agpdr2020/faces/
Languages in which tenders or requests to participate may be submitted: Portuguese
Electronic catalogue: Allowed
Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required
Variants: Not allowed
Deadline for receipt of tenders: 25/03/2026 23:59:59 (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: Nos termos do programa de concurso e caderno de encargos
Electronic invoicing: Allowed
Electronic ordering will be used: no
Electronic payment will be used: no
Financial arrangement: NA

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: Estrutura de Missão para a Gestão do Plano Estratégico da Política Agrícola Comum no Continente
Information about review deadlines: Nos termos da lei portuguesa

8. Organisations

8.1. ORG-0001

Official name: Estrutura de Missão para a Gestão do Plano Estratégico da Política Agrícola Comum no Continente
Registration number: 600087891
Department: Claudia Ribeiro
Postal address: Rua S. Julião, nº 63
Town: Lisboa
Postcode: 1149-030
Country subdivision (NUTS): Área Metropolitana de Lisboa (PT170)

Country: Portugal
Contact point: Claudia Ribeiro
Email: sec.ag@pepacc.pt
Telephone: 213819383
Fax: 213819383
Internet address: https://pepacc.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: 79c49dcc-8746-4048-b387-abaf5f761810 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 18/02/2026 16:19:50 (UTC+00:00) Western European Time, GMT
Languages in which this notice is officially available: Portuguese
Notice publication number: 120877-2026
OJ S issue number: 36/2026
Publication date: 20/02/2026