

218955-2026 - Competition

Portugal – Office-support services – Aquisição de Serviços de Helpdesk para as Plataformas do Consulado Virtual e do Agendamento Online

OJ S 63/2026 31/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Secretaria-Geral do Ministério dos Negócios Estrangeiros

Email: umc@mne.pt

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Aquisição de Serviços de Helpdesk para as Plataformas do Consulado Virtual e do Agendamento Online

Description: Aquisição de Serviços de Helpdesk para as Plataformas do Consulado Virtual e do Agendamento Online

Procedure identifier: 13223e76-ae5c-4db0-aa02-14701b1a0f0f

Internal identifier: 398/UMC/2025

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Conforme as peças do procedimento

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79500000 Office-support 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: 304 128,00 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: Aquisição de Serviços de Helpdesk para as Plataformas do Consulado Virtual e do Agendamento Online

Description: Aquisição de Serviços de Helpdesk para as Plataformas do Consulado Virtual e do Agendamento Online

Internal identifier: 398/UMC/2025

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79500000 Office-support 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: 24 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 304 128,00 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: Not required

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: 30

Criterion:

Type: Quality

Name: Qualidade

Description: Qualidade

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

Award criterion number: 70

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Portuguese

Address of the procurement documents: <https://community.vortal.biz/Public/public-tender-documents/NVRySVNEa0ROSVIIY284SG1Lb2RidTgwM0Jwc003RnhnM1MrQllsQVljTktKS2VSZ1RlaTlqeE9Tg>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://community.vortal.biz/public/>

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

Deadline for receipt of tenders: 26/04/2026 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: Conforme as peças do procedimento

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Conforme as peças do procedimento

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: Secretaria-Geral do Ministério dos Negócios Estrangeiros

Information about review deadlines: 5 dias

8. Organisations

8.1. ORG-0001

Official name: Secretaria-Geral do Ministério dos Negócios Estrangeiros

Registration number: 600014576

Postal address: Palácio das Necessidades, Largo do Rilvas

Town: Lisboa

Postcode: 1399-030

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

Country: Portugal

Email: umc@mne.pt

Telephone: 213946000

Fax: 213946070

Internet address: <https://www.mne.gov.pt>

Information exchange endpoint (URL): <https://community.vortal.biz/public/>

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: 6e559392-e6e2-4bd2-a8e0-3affe3da8983 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
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