

245157-2026 - Result

Portugal – Call centre – 25DC49AJD017 - Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML

OJ S 70/2026 10/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Santa Casa da Misericórdia de Lisboa

Email: compras@scml.pt

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: 25DC49AJD017 - Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML

Description: 25DC49AJD017 - Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML

Procedure identifier: e6ce3bf9-8e0f-42ab-9256-72ebc9f079e3

Type of procedure: Open

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 1 453 056 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML.

Description: Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

Additional information: LISBOA

5.1.3. Estimated duration

Duration: 12 Months

5.1.5. Value

Estimated value excluding VAT: 1 453 056 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria

Criterion:

Type: Price

Description: Preço

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

Award criterion number: 100

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: Santa Casa da Misericórdia de Lisboa

Information about review deadlines: 10 dias

Organisation signing the contract: Santa Casa da Misericórdia de Lisboa

6. Results

Value of all contracts awarded in this notice: 1 453 056 000,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: MEO - SERVIÇOS DE COMUNICAÇÕES E MULTIMÉDIA, S.A.

Tender:

Tender identifier: Aquisição de serviços de outsourcing de recursos humanos para o Contact Center do DJSCML

Identifier of lot or group of lots: LOT-0001
Value of the tender: 1 453 056 000,00 EUR
The tender was ranked: no
The tender is a variant: no
Subcontracting: No
Contract information:
Identifier of the contract: 8991
Date on which the winner was chosen: 04/09/2025
Date of the conclusion of the contract: 11/09/2025
Organisation signing the contract: Santa Casa da Misericórdia de Lisboa

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders
Number of tenders or requests to participate received: 1
Type of received submissions: Tenders submitted electronically
Number of tenders or requests to participate received: 1
Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received: 0

8. Organisations

8.1. ORG-0001

Official name: Santa Casa da Misericórdia de Lisboa
Registration number: 500745471
Department: Direção de Compras
Postal address: Largo Trindade Coelho
Town: Lisboa
Postcode: 1200-470
Country subdivision (NUTS): Grande Lisboa (PT1A0)
Country: Portugal
Contact point: Direção de Compras
Email: compras@scml.pt
Telephone: 213235000
Fax: 213235013
Internet address: <http://www.scml.pt>
Information exchange endpoint (URL): <http://www.scml.pt>
Buyer profile: www.acingov.pt
Roles of this organisation:
Buyer
Review organisation
Organisation signing the contract

8.1. ORG-0002

Official name: MEO - SERVIÇOS DE COMUNICAÇÕES E MULTIMÉDIA, S.A.
Size of the economic operator: Large
Registration number: 504615947
Department: Geral
Postal address: AVENIDA FONTES PEREIRA DE MELO n° 40 LISBOA
Town: LISBOA
Postcode: 1069-300 LISBOA
Country subdivision (NUTS): Grande Lisboa (PT1A0)
Country: Portugal
Contact point: Geral
Email: sociedadeinformacao@telecom.pt
Telephone: 961 001 620
Internet address: <https://www.meo.pt/>
Information exchange endpoint (URL): <https://www.meo.pt/>

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

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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