

262100-2026 - Competition

Portugal – Helpdesk and support services – Aquisição de serviços de informática de apoio e gestão de hardware e software

OJ S 75/2026 17/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Autoridade Tributária e Aduaneira

Email: dscpl-ce@at.gov.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: Aquisição de serviços de informática de apoio e gestão de hardware e software

Description: Aquisição de serviços de informática de apoio e gestão de hardware e software

Procedure identifier: 79838572-fb84-4165-8a8a-53a9489c5d7a

Internal identifier: 07/CLPQ/AT/2026

Type of procedure: Restricted

The procedure is accelerated: no

Main features of the procedure: Aquisição de serviços

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Town: Freguesia de Campolide

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

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 308 836,00 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 informática de apoio e gestão de hardware e software

Description: Aquisição de serviços de informática de apoio e gestão de hardware e software
Internal identifier: 07/CLPQ/AT/2026

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

5.1.2. Place of performance

Town: Freguesia de Campolide

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

Country: Portugal

5.1.3. Estimated duration

Duration: 9 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 308 836,00 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): no

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: 60

Criterion:

Type: Quality

Name: Outros

Description: Senioridade da equipa (SE)

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

Award criterion number: 10

Criterion:

Type: Quality

Name: Outros

Description: Certificação em ITIL 2011 Foundation Level (CITIL)

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

Award criterion number: 10

Criterion:

Type: Quality
Name: Outros
Description: Competências da equipa (CE)
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.acingov.pt/acingovprod/2/zonaPublica/zona_publica_c/downloadProcedurePiece/MTA3NzUxNQ

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.acingov.pt>

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: 15/05/2026 17:00:59 (UTC+00:00) Western European Time, GMT

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: Peças procedimento

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: Peças 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: Autoridade Tributária e Aduaneira

Information about review deadlines: 30 dias

8. Organisations

8.1. ORG-0001

Official name: Autoridade Tributária e Aduaneira

Registration number: 600084779

Department: DSCPL

Postal address: Rua da Prata, 20-22o

Town: Lisboa

Postcode: 1149-027

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

Country: Portugal
Contact point: DSCPL
Email: dscpl-ce@at.gov.pt
Telephone: 218812600
Fax: 218812935
Internet address: <https://www.portaldasfinancas.gov.pt/at/html/index.html>
Information exchange endpoint (URL): <https://www.acingov.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: 744fc180-9eae-4eb2-83a2-bd75c9b17ee4 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
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