

317385-2026 - Result

Portugal – Business services: law, marketing, consulting, recruitment, printing and security –
Aquisição de serviços de Contact Center
OJ S 89/2026 08/05/2026
Contract or concession award 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
Description: Aquisição de serviços de Contact Center para gestão das plataformas digitais multicanal de contactos internos e externos dos Fundos Europeus para a Agricultura no Continente (voz e escrito)
Procedure identifier: d5fedce8-6c9e-4512-8a42-c647d0834e46
Type of procedure: Open

2.1.1. Purpose

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

2.1.4. General information

Legal basis:
Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Aquisição de serviços de contact center
Description: Aquisição de serviços de contact center
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

5.1.3. Estimated duration

Start date: 06/05/2026

Duration end date: 03/05/2028

5.1.6. General information

Procurement Project fully or partially financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Qualificação técnica

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

Award criterion number: 80

Criterion:

Type: Price

Description: preço

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

Award criterion number: 20

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

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

Organisation whose budget is used to pay for the contract: Estrutura de Missão para a Gestão do Plano Estratégico da Política Agrícola Comum no Continente

Organisation executing the payment: Estrutura de Missão para a Gestão do Plano Estratégico da Política Agrícola Comum no Continente

6. Results

Value of all contracts awarded in this notice: 318 889,92 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Psicoteste - Centro de seleção e formação, Lda

Tender:

Tender identifier: TEN-0001

Identifier of lot or group of lots: LOT-0000

Value of the tender: 1,00 EUR

The tender was ranked: no

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: 1

Date on which the winner was chosen: 14/04/2026

Date of the conclusion of the contract: 29/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

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

Town: Lisboa

Postcode: 1149-030

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

Country: Portugal

Email: sec.ag@pepacc.pt

Telephone: 213819300

Roles of this organisation:

Buyer

Review organisation

Organisation whose budget is used to pay for the contract

Organisation executing the payment

8.1. ORG-0002

Official name: Psicoteste - Centro de seleção e formação, Lda

Registration number: 501078479

Town: Lisboa

Postcode: 1050-140

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

Country: Portugal

Email: jose.barata@psicoteste.pt

Telephone: 213154380

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0003

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: fc86f586-f5a9-4030-8ac4-8c3fd4f7066d - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 06/05/2026 11:40:43 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Portuguese

Notice publication number: 317385-2026

OJ S issue number: 89/2026

Publication date: 08/05/2026