

367106-2026 - Competition

Portugal – Software-related services – Concurso Publico Internacional n.º223 - AAC/REIT - 05/26 - Aquisição de serviços de implementação de uma solução tecnológica de Contact Center omnicanal, baseada na plataforma Microsoft Dynamics 365 Contact Center, ou equivalente, destinada à modernização, integração e qualificação do atendimento institucion

OJ S 102/2026 29/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Universidade de Aveiro

Email: contratacao@ua.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: Concurso Publico Internacional n.º223 - AAC/REIT - 05/26 - Aquisição de serviços de implementação de uma solução tecnológica de Contact Center omnicanal, baseada na plataforma Microsoft Dynamics 365 Contact Center, ou equivalente, destinada à modernização, integração e qualificação do atendimento institucion

Description: Aquisição de serviços de implementação de uma solução tecnológica de Contact Center omnicanal, baseada na plataforma Microsoft Dynamics 365 Contact Center, ou equivalente, destinada à modernização, integração e qualificação do atendimento institucion

Procedure identifier: 9f92c70a-9484-4afe-9ab2-c8eb1cb918ce

Internal identifier: CPI n.º 223/REIT 05/26

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Ver peças do procedimento

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

2.1.2. Place of performance

Town: União das Freguesias de Glória e Vera Cruz

Country subdivision (NUTS): Região de Aveiro (PT16D)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 294 245,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0000

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Internal identifier: CPI n.º 223/REIT 05/26

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72260000 Software-related services

5.1.2. Place of performance

Town: União das Freguesias de Glória e Vera Cruz

Country subdivision (NUTS): Região de Aveiro (PT16D)

Country: Portugal

5.1.3. Estimated duration

Duration: 4 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 294 245,00 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: 10

Criterion:

Type: Quality
Name: Outros
Description: Valia Técnica
Category of award weight criterion: Weight (percentage, exact)
Award criterion number: 40

Criterion:

Type: Quality
Name: Outros
Description: Experiência de equipa técnica
Category of award weight criterion: Weight (percentage, exact)
Award criterion number: 30

Criterion:

Type: Quality
Name: Outros
Description: Metodologia de implementação de entregáveis
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/MTEwMDY2MQ

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: 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: 11/06/2026 23:59:59 (UTC+00:00) Western European Time, GMT
Duration during which the tender must remain valid: 132 Days

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known
Conditions relating to the performance of the contract: De acordo com as peças do procedimento.
Electronic invoicing: Required
Electronic ordering will be used: yes
Electronic payment will be used: yes
Financial arrangement: De acordo com 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: Universidade de Aveiro

Information about review deadlines: n/a

8. Organisations

8.1. ORG-0001

Official name: Universidade de Aveiro

Registration number: 501461108

Department: Ana Isabel Pires Sousa da Silva Braga

Postal address: Campus Universitário de Santiago, Edif.25

Town: Aveiro

Postcode: 3810-193

Country subdivision (NUTS): Região de Aveiro (PT16D)

Country: Portugal

Contact point: Ana Isabel Pires Sousa da Silva Braga

Email: contratacao@ua.pt

Telephone: 234370200

Fax: 234370040

Internet address: <https://www.ua.pt>

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: f1d480e8-0dcb-4427-9ee1-10f606ee07bf - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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