

## 426650-2026 - Competition

Portugal – Customer-care services – Aquisição de serviços de atendimento

OJ S 118/2026 22/06/2026

Contract or concession notice – standard regime - Change notice  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Banco de Portugal

Email: [bdp.compras@bportugal.pt](mailto:bdp.compras@bportugal.pt)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

### 2. Procedure

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#### 2.1. Procedure

Title: Aquisição de serviços de atendimento

Description: Aquisição de serviços de atendimento

Procedure identifier: 30db266c-abdb-4206-9a84-87aacd52b942

Internal identifier: OA009926

Type of procedure: Restricted

The procedure is accelerated: no

Main features of the procedure: Conforme o previsto nas peças do procedimento.

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

##### 2.1.2. Place of performance

Town: Castelo Branco

Country subdivision (NUTS): Beira Baixa (PT16H)

Country: Portugal

##### 2.1.3. Value

Estimated value excluding VAT: 757 945,15 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

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#### 5.1. Lot: LOT-0000

Title: Aquisição de serviços de atendimento

Description: Aquisição de serviços de atendimento

Internal identifier: OA009926

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

##### Options:

Description of the options: 12 meses, renovando-se automaticamente por iguais períodos até ao máximo de 36 meses.

#### 5.1.2. Place of performance

Town: Castelo Branco

Country subdivision (NUTS): Beira Baixa (PT16H)

Country: Portugal

#### 5.1.3. Estimated duration

Duration: 12 Months

#### 5.1.4. Renewal

Maximum renewals: 2

#### 5.1.5. Value

Estimated value excluding VAT: 757 945,15 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: Outros

Description: Preço

#### 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>

[/YzRzdWRHMm42Wjc1N09acFlpTElaYjBJeERpQUJDYzBSS05hb3lXZmNhL0JXVms3SUdQSkwxl](https://community.vortal.biz/Public/public-tender-documents/YzRzdWRHMm42Wjc1N09acFlpTElaYjBJeERpQUJDYzBSS05hb3lXZmNhL0JXVms3SUdQSkwxl)

#### 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: Allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Description of the financial guarantee: Garantia bancária, seguro caução ou caução mediante depósito

Deadline for receipt of tenders: 02/07/2026 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: As previstas nas peças do procedimento.

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Conforme o previsto nas 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: Banco de Portugal

Information about review deadlines: Conforme previsto nas peças do procedimento.

## 8. Organisations

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**8.1. ORG-0001**

Official name: Banco de Portugal

Registration number: 500792771

Postal address: Rua Francisco Ribeiro, 2

Town: Lisboa

Postcode: 1150-165

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

Country: Portugal

Email: [bdp.compras@bportugal.pt](mailto:bdp.compras@bportugal.pt)

Telephone: 213130000

Fax: 213128124

Internet address: <https://www.bportugal.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](mailto:2serie@diariodarepublica.pt)  
Telephone: +351 217810870  
Fax: +351 213945716  
Internet address: <https://diariodarepublica.pt>  
**Roles of this organisation:**  
TED eSender

## 10. Change

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Version of the previous notice to be changed  
:  
16ef36a5-79dc-4606-bff2-c0a314947c40-01  
Main reason for change  
:  
Buyer correction

### 10.1. Change

Section identifier: PROCEDURE  
Description of changes: Prorrogação do prazo de apresentação de candidaturas.

## Notice information

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Notice identifier/version: a36db0d9-7fd6-46c8-ad72-e0b3f245cd99 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16  
Notice dispatch date: 19/06/2026 13:12:40 (UTC+01:00) Central European Time, Western European Summer Time  
Languages in which this notice is officially available: Portuguese  
Notice publication number: 426650-2026  
OJ S issue number: 118/2026  
Publication date: 22/06/2026