

470422-2026 - Competition

Portugal – Software supply services – 2026_P168_subscrição do licenciamento plataforma ITSM ServiceNow e bolsa de horas
OJ S 129/2026 08/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Entidade de Serviços Partilhados da Administração Pública, IP

Email: gaj@espap.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: 2026_P168_subscrição do licenciamento plataforma ITSM ServiceNow e bolsa de horas

Description: 2026_P168 Investimento 16 - licenciamento da plataforma de ITSM ServiceNow, e bolsa de horas de serviços de consultoria

Procedure identifier: 828c4ffa-b3ea-4cc0-92f3-a9d09ec43ecb

Internal identifier: 2026_P168

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Preço

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72268000 Software supply services

2.1.2. Place of performance

Town: Alfragide

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 1 919 488,31 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 Request

5. Lot

5.1. Lot: LOT-0000

Title: 2026_P168_subscrição do licenciamento plataforma ITSM ServiceNow e bolsa de horas
Description: 2026_P168 Investimento 16 - licenciamento da plataforma de ITSM ServiceNow, e bolsa de horas de serviços de consultoria
Internal identifier: 2026_P168

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72268000 Software supply services

5.1.2. Place of performance

Town: Alfragide

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

5.1.3. Estimated duration

Duration: 36 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 1 919 488,31 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 yet known

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

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

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Portuguese

Address of the procurement documents: <https://plataforma-sncp.espap.gov.pt/espap/faces/app/acessoDocs.jsp?codigoAcesso=xnaUpwDCeCs8g27W6tIRD2Jfma6BYumw8ziEUTeTPPJy06EdX7>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://plataforma-sncp.espap.gov.pt/espap/faces/>

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

Description of the financial guarantee: As indicadas nos documentos do procedimento

Deadline for receipt of tenders: 10/08/2026 23:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 66 Days

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 indicadas nos documentos do procedimento

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: As indicadas nos documentos 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: Entidade de Serviços Partilhados da Administração Pública, IP

Information about review deadlines: As indicadas no CPA

8. Organisations

8.1. ORG-0001

Official name: Entidade de Serviços Partilhados da Administração Pública, IP

Registration number: 510342191

Postal address: Avenida Leite Vasconcelos 2, Alfragide,

Town: Amadora

Postcode: 2614-502

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

Email: gaj@espap.gov.pt

Telephone: 21 472 3100

Fax: 21 472 3100

Internet address: <https://www.espap.gov.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): Grande Lisboa (PT1A0)
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: 68890054-e717-4965-8b7f-f4e521459b57 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 06/07/2026 14:57:26 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: Portuguese
Notice publication number: 470422-2026
OJ S issue number: 129/2026
Publication date: 08/07/2026