

620859-2026 - Competition

Portugal – Telephone-answering services – Aquisição de serviços de call center, para atendimento de primeira linha da Entidade Reguladora da Saúde (ERS), para entidades responsáveis por estabelecimentos prestadores de cuidados de saúde (prestadores) e Cidadãos (utentes dos serviços de saúde)

OJ S 174/2026 09/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Entidade Reguladora da Saúde

Email: geral@ers.pt

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Aquisição de serviços de call center, para atendimento de primeira linha da Entidade Reguladora da Saúde (ERS), para entidades responsáveis por estabelecimentos prestadores de cuidados de saúde (prestadores) e Cidadãos (utentes dos serviços de saúde)

Description: Aquisição de serviços de call center

Procedure identifier: ebe6afa6-042f-4efa-b5d6-6f0c23589900

Internal identifier: Concurso Público n.º 06/2026CCP

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Nos termos das peças do procedimento

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

2.1.2. Place of performance

Town: Todas

Country subdivision (NUTS): Extra-Regio NUTS 3 (PTZZZ)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 712 410,48 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: Aquisição de serviços de call center, para atendimento de primeira linha da Entidade Reguladora da Saúde (ERS), para entidades responsáveis por estabelecimentos prestadores de cuidados de saúde (prestadores) e Cidadãos (utentes dos serviços de saúde)

Description: Aquisição de serviços de call center

Internal identifier: Concurso Público n.º 06/2026CCP

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Town: Todas

Country subdivision (NUTS): Extra-Regio NUTS 3 (PTZZZ)

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: 712 410,48 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 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: Organização, qualificações e experiência do pessoal encarregado

Description: Organização, qualificações e experiência do pessoal encarregado

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

Award criterion number: 40

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Portuguese

Address of the procurement documents: <https://www.anogov.com/op-ers/faces/app/acessoDocs.jsp?codigoAcesso=yCgQyMG9cRiDEUuqbJ5y5W1hdufaXyFJEyaTOpnFkBJVRq1k5z>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.anogov.com/op-ers/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

Deadline for receipt of tenders: 07/10/2026 23:59:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 120 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: Nos termos das peças do procedimento

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: Nos termos das 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: Entidade Reguladora da Saúde

Information about review deadlines: Nos termos do Código do Procedimento Administrativo e Código dos Contratos Públicos.

8. Organisations

8.1. ORG-0001

Official name: Entidade Reguladora da Saúde

Registration number: 507021266

Postal address: Rua S. João de Brito, 621, L32

Town: Porto

Postcode: 4100-455

Country subdivision (NUTS): Área Metropolitana do Porto (PT11A)

Country: Portugal

Email: geral@ers.pt

Telephone: 222092350

Fax: 222092351

Internet address: <https://www.ers.pt/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: 6dd0b4dd-c7d6-4d78-a3cb-2a42764ffee9 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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