

652379-2026 - Competition

Portugal – Software package and information systems – Aquisição de licenciamento de comunicações de voz IP (VOIP) e Contact Center

OJ S 183/2026 22/09/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: Instituto da Mobilidade e dos Transportes, IP

Email: ccp@imt-ip.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: Aquisição de licenciamento de comunicações de voz IP (VOIP) e Contact Center

Description: Aquisição de licenciamento de comunicações de voz IP (VOIP) e Contact Center

Procedure identifier: c782c8d5-ffbb-42b5-96be-c7cb54a60016

Internal identifier: CPI/11/DSSI/2026/IMT, I.P.

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: As que constam das peças do procedimento

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

2.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 170 000,00 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 licenciamento de comunicações de voz IP (VOIP) e Contact Center

Description: Aquisição de licenciamento de comunicações de voz IP (VOIP) e Contact Center
Internal identifier: CPI/11/DSSI/2026/IMT, I.P.

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

5.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

5.1.3. Estimated duration

Duration: 2 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 170 000,00 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: Tender requirement

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

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/MTE0NDgyNw

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: 18/10/2026 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 que constam das peças do procedimento

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: As que constam 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: Instituto da Mobilidade e dos Transportes, IP

Information about review deadlines: As que constam na plataforma e no programa do concurso

8. Organisations

8.1. ORG-0001

Official name: Instituto da Mobilidade e dos Transportes, IP

Registration number: 508195446

Department: Departamento de Recursos Patrimoniais

Postal address: Av. Elias Garcia, nº 103

Town: Lisboa

Postcode: 1050-098

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

Contact point: Departamento de Recursos Patrimoniais

Email: ccp@imt-ip.pt

Telephone: 217913021

Fax: 217913068

Internet address: <https://www.imt-ip.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): 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: 79ab02f0-31e1-4fb7-a91a-cdf99fce28ea - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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