

660401-2026 - Competition

Portugal – Customer-care services – Serviços de Apoio ao Atendimento ao Público da ADSE, I.P.
- Anos 2027-2028-2029

OJ S 186/2026 25/09/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Instituto de Proteção e Assistência na Doença, IP

Email: patrimonio@adse.pt

Legal type of the buyer: Central government authority

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Serviços de Apoio ao Atendimento ao Público da ADSE, I.P. - Anos 2027-2028-2029

Description: Serviços de Apoio ao Atendimento ao Público da ADSE, I.P. - Anos 2027-2028-2029

Procedure identifier: 9ae7fbb7-69dc-4354-8b8a-d547b1d483e7

Internal identifier: Proc 153_2026

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Aquisição serviços

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342320 Customer-care services

2.1.2. Place of performance

Town: Lisboa

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 642 408,00 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: Serviços de Apoio ao Atendimento ao Público da ADSE, I.P. - Anos 2027-2028-2029
Description: Serviços de Apoio ao Atendimento ao Público da ADSE, I.P. - Anos 2027-2028-2029
Internal identifier: Proc 153_2026

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79342320 Customer-care services

5.1.2. Place of performance

Town: Lisboa
Country subdivision (NUTS): Grande Lisboa (PT1A0)
Country: Portugal

5.1.3. Estimated duration

Duration: 3 Years

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 642 408,00 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 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): 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.anogov.com/ipadse/faces/app/acessoDocs.jsp?codigoAcesso=dleTJ4FUK3OLyOJXqISLlrR6noqvk8OFUb6LAYfeKKyIKPxELY>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.anogov.com/ipadse/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: A caução deve ser prestada através de depósito em dinheiro, títulos emitidos ou garantidos pelo Estado, garantia bancária ou seguro-caução

Deadline for receipt of tenders: 14/10/2026 17:00:59 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 90 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: n/a

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Financial arrangement: n/a

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 de Proteção e Assistência na Doença, IP

Information about review deadlines: 30

8. Organisations

8.1. ORG-0001

Official name: Instituto de Proteção e Assistência na Doença, IP

Registration number: 514247517

Department: Gabinete de Património, Compras e Logística

Postal address: Praça de Alvalade, 18

Town: Lisboa

Postcode: 1748-001

Country subdivision (NUTS): Oeste (PT1D1)

Country: Portugal

Contact point: Gabinete de Património, Compras e Logística

Email: patrimonio@adse.pt

Telephone: 218431881

Fax: 210059092

Internet address: <https://www2.adse.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

10. Change

Version of the previous notice to be changed

:

30a6ccdb-87bb-4145-9517-86ff12730f68-01

Main reason for change

:

Buyer correction

10.1. Change

Section identifier: LOT-0000

Description of changes: Retificam-se os elementos do anúncio para os conformar com os artigos 12.º e 21.º do programa do procedimento, relativos ao prazo de manutenção das propostas e às modalidades de prestação de caução, sem alteração material do procedimento.

Notice information

Notice identifier/version: 7292643d-a970-4d9b-8581-ed1d4ab70e4e - 02

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 23/09/2026 11:55:25 (UTC+01:00) Central European Time, Western European Summer Time

Languages in which this notice is officially available: Portuguese

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