

89436-2026 - Result

Portugal – Computer-related equipment – Aquisição de uma solução de teleassistência
OJ S 27/2026 09/02/2026
Contract or concession award notice – standard regime
Supplies

1. Buyer

1.1. Buyer

Official name: Santa Casa da Misericórdia de Lisboa

Email: compras@scml.pt

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Aquisição de uma solução de teleassistência

Description: Aquisição de uma solução de teleassistência

Procedure identifier: 8468ab53-dbb5-48c4-ae2c-16923a3f64a3

Previous notice: 500362-2025

Internal identifier: 25DC51CPI012

Type of procedure: Open

Main features of the procedure: As peças do procedimento poderão ser consultadas no link <https://www.acingov.pt/acingovprod/2/index.php>

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 30230000 Computer-related equipment

2.1.2. Place of performance

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

2.1.3. Value

Estimated value excluding VAT: 1 099 648,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: Aquisição de uma solução de teleassistência

Description: Aquisição de uma solução de teleassistência

Internal identifier: 25DC51CPI012

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 30230000 Computer-related equipment

5.1.2. Place of performance

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: 1 099 648,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Outros

Description: A - Adequação dos serviços de Teleassistência

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

Award criterion number: 25

Criterion:

Type: Quality

Name: Outros

Description: B - Adequação dos Serviços de Integração

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

Award criterion number: 20

Criterion:

Type: Price

Name: Outros

Description: C - Preço

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

Award criterion number: 40

Criterion:

Type: Quality

Name: Outros

Description: D - Tempo de Instalação da Solução

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

Award criterion number: 15

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: Santa Casa da Misericórdia de Lisboa
Information about review deadlines: 10 dias - conta-se em dias úteis
Organisation providing additional information about the procurement procedure: Santa Casa da Misericórdia de Lisboa
Organisation providing offline access to the procurement documents: Santa Casa da Misericórdia de Lisboa
Organisation providing more information on the review procedures: Santa Casa da Misericórdia de Lisboa
Organisation whose budget is used to pay for the contract: Santa Casa da Misericórdia de Lisboa
Organisation executing the payment: Santa Casa da Misericórdia de Lisboa
Organisation signing the contract: Santa Casa da Misericórdia de Lisboa

6. Results

Value of all contracts awarded in this notice: 894 013 000,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: VODAFONE PORTUGAL - COMUNICAÇÕES PESSOAIS, S.A

Tender:

Tender identifier: Vodafone Portugal, Comunicações Pessoais, S.A

Identifier of lot or group of lots: LOT-0000

Value of the tender: 894 013 000,00 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 25DC51CPI012-Aquisição de uma solução de teleassistência

Date on which the winner was chosen: 17/10/2025

Date of the conclusion of the contract: 19/11/2025

Organisation signing the contract: Santa Casa da Misericórdia de Lisboa

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

8. Organisations

8.1. ORG-0001

Official name: Santa Casa da Misericórdia de Lisboa

Registration number: 500745471

Department: Exma. Mesa

Postal address: Largo Trindade Coelho

Town: Lisboa

Postcode: 1200-470

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

Contact point: Exma. Mesa

Email: compras@scml.pt

Telephone: 213235000

Fax: 213235013

Internet address: <http://www.scml.pt/>

Information exchange endpoint (URL): <https://www.acingov.pt>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Review organisation

Organisation providing more information on the review procedures

Organisation signing the contract

Organisation whose budget is used to pay for the contract

Organisation executing the payment

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

8.1. ORG-0003

Official name: VODAFONE PORTUGAL - COMUNICAÇÕES PESSOAIS, S.A

Size of the economic operator: Large

Registration number: 502544180

Postal address: AVENIDA DOM JOÃO II, 36 8º

Town: Lisboa

Postcode: 1998-017

Country subdivision (NUTS): Grande Lisboa (PT1A0)

Country: Portugal

Email: ap@Vodafone.com

Telephone: 210915000

Internet address: www.vodafone.com

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0000

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg
Postcode: 2417
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Email: ted@publications.europa.eu
Telephone: +352 29291
Internet address: <https://op.europa.eu>
Roles of this organisation:
TED eSender

Notice information

Notice identifier/version: f455695b-7cc8-4452-a269-1948c7c86211 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
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