

**Portugal-Lisbon: Call centre**  
**OJ S 17/2015 24/01/2015**  
**Contract notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

Contact person: Unidade Ministerial de Compras (UMC) da Secretaria-Geral (SG) do MNE

E-mail: [umc@mne.pt](mailto:umc@mne.pt)

**Internet address(es):**

Electronic access to information: <http://www.vortalgov.pt>

Electronic submission of tenders and requests to participate: <http://www.vortalgov.pt>

**Additional information can be obtained from:**

Official name: Unidade Ministerial de Compras (UMC) da Secretaria-Geral (SG) do MNE

Postal address: Largo do Rilvas

Town: Lisboa Portugal

Postal code: 1399-030

Country: Portugal

Contact person: Unidade Ministerial de Compras (UMC) da Secretaria-Geral (SG) do MNE

E-mail: [umc@mne.pt](mailto:umc@mne.pt)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

Official name: Vortal, SA plataforma eletrónica de contratação

Country: Portugal

Contact person: Vortal, SA plataforma eletrónica de contratação

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

**Tenders or requests to participate must be submitted:** Official name: Vortal, SA plataforma eletrónica de contratação

Country: Portugal

Contact person: Vortal, SA plataforma eletrónica de contratação

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

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

General public services

**I.4. Contract award on behalf of other contracting authorities**

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Consulado Geral de Portugal em Estugarda

Postal address: Königsstraße 20

Town: Stuttgart

Postal code: 70173

Country: Germany

## Section II: Object of the contract

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### II.1. Description

#### II.1.1. Title attributed to the contract by the contracting authority

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda.

#### II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

Main site or place of performance: Consulado Geral de Portugal em Estugarda, em Königsstrasse 20, 70173, Stuttgart, Alemanha.

NUTS code

#### II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

#### II.1.4. Information about framework agreement

#### II.1.5. Short description of the contract or purchase(s)

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda.

#### II.1.6. CPV code(s)

79512000 Call centre

#### II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

#### II.1.8. Lots

This contract is divided into lots: no

#### II.1.9. Information about variants

Variants will be accepted: no

### II.2. Scope of the procurement

#### II.2.1. Total quantity or scope

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda.

Estimated value excluding VAT: 299 268 EUR

#### II.2.2. Information about options

#### II.2.3. Information about renewals

### II.3. Duration of the contract or time limit for completion

Duration in months: 36 (from the award of the contract)

## Section III: Legal, economic, financial and technical information

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### **III.1. Conditions related to the contract**

#### **III.1.1. Deposits and guarantees required**

De acordo com o previsto nas peças oficiais do presente procedimento (Programa de Concurso e Caderno de Encargos).

#### **III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

De acordo com o previsto nas peças oficiais do presente procedimento (Programa de Concurso e Caderno de Encargos).

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

De acordo com o previsto nas peças oficiais do presente procedimento (Programa de Concurso e Caderno de Encargos).

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: no

### **III.2. Conditions for participation**

#### **III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

#### **III.2.2. Economic and financial ability**

#### **III.2.3. Technical and professional ability**

#### **III.2.4. Information about reserved contracts**

### **III.3. Conditions specific to services contracts**

#### **III.3.1. Information about a particular profession**

Execution of the service is reserved to a particular profession: no

#### **III.3.2. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: no

## **Section IV: Procedure**

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### **IV.1. Type of procedure**

#### **IV.1.1. Type of procedure**

Open

#### **IV.1.2. Information about the limits on the number of candidates to be invited**

#### **IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**

### **IV.2. Award criteria**

#### **IV.2.1. Award criteria**

Lowest price

#### **IV.2.2. Information about electronic auction**

An electronic auction will be used: no

#### **IV.3. Administrative information**

##### **IV.3.1. File reference number attributed by the contracting authority**

61/UMC/MNE/CC/CPAI/2014/Estugarda

##### **IV.3.2. Previous publication concerning this procedure**

no

##### **IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**

##### **IV.3.4. Time limit for receipt of tenders or requests to participate**

4.3.2015 - 17:59

##### **IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

##### **IV.3.6. Languages in which tenders or requests to participate may be submitted**

Portuguese.

##### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in days: 120 (from the date stated for receipt of tender)

##### **IV.3.8. Conditions for opening of tenders**

Date: 5.3.2015 - 10:00

#### **Section VI: Complementary information**

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##### **VI.1. Information about recurrence**

This is a recurrent procurement: no

##### **VI.2. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

##### **VI.3. Additional information**

##### **VI.4. Procedures for review**

###### **VI.4.1. Review body**

Official name: Ministro de Estado e de Negócios Estrangeiros (MENE)

Postal address: Largo do Rilvas

Town: Lisboa Portugal

Postal code: 1399-030

Country: Portugal

E-mail: [umc@mne.pt](mailto:umc@mne.pt)

###### **VI.4.2. Review procedure**

###### **VI.4.3. Service from which information about the review procedure may be obtained**

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)

Postal address: Largo do Rilvas

Town: Lisboa Portugal

Postal code: 1399-030

Country: Portugal

E-mail: [umc@mne.pt](mailto:umc@mne.pt)

**VI.5. Date of dispatch of this notice**

21.1.2015