

Portugal-Vila Real: Customer-care services

OJ S 18/2018 26/01/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Águas do Norte, S.A.

National registration number: 513606084

Town: Vila Real

NUTS code: PT11 Norte

Postal code: 5000-427

Country: Portugal

Contact person: Área funcional procedimento

E-mail: geral.adnorte@adp.pt

Telephone: +351 259309370

Fax: +351 259309371

Internet address(es):

Main address: <http://adnorte.pt>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://portugal.vortal.biz/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Exploração e gestão do sistema multimunicipal de água e saneamento do Norte de Portugal e sistemas municipais de abastecimento de água e saneamento resultantes de parceria ao abrigo do DL 90/2009

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

PRC_0401/2017_SM - Aquisição de serviços de atendimento para a atividade comercial da Águas do Norte -Telefónico e Presencial

Reference number: PRC_0401/2017_SM

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3.

Type of contract

Services

II.1.4. Short description

Aquisição de Serviços de Atendimento para a atividade comercial da Águas do Norte - Telefónico e Presencial.

II.1.5. Estimated total value

Value excluding VAT: 1 323 531,00 EUR

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for all lots

II.2. Description

II.2.1. Title

Lote 1 - Serviços de Atendimento Telefónico
Lot No: 1

II.2.2. Additional CPV code(s)

79342320 Customer-care services

II.2.3. Place of performance

NUTS code: PT11 Norte

Main site or place of performance: Instalações da adjudicatária e nas instalações da Águas do Norte, S.A. nos polos com o serviço.

II.2.4. Description of the procurement

Serviços de Atendimento Telefónico.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Valia Técnica da Proposta / Weighting: 55 %

Price - Weighting: 45 %

II.2.6. Estimated value

Value excluding VAT: 713 588,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

O prazo de vigência do contrato é de 12 meses, podendo ser renovado por duas vezes, por iguais períodos, até ao limite máximo de 36 meses.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

II.2. Description

II.2.1. Title

Lote 2 - Serviços de Atendimento Presencial em lojas de atendimento ao público
Lot No: 2

II.2.2. Additional CPV code(s)

79342320 Customer-care services

II.2.3. Place of performance

NUTS code: PT11 Norte

Main site or place of performance: Lojas de atendimento ao público da Águas do Norte, S.A.

II.2.4. Description of the procurement

Serviços de Atendimento Presencial em lojas de atendimento ao público.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Valia Técnica da Proposta / Weighting: 55 %

Price - Weighting: 45 %

II.2.6. Estimated value

Value excluding VAT: 609 942,56 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

O prazo de vigência do contrato é de 12 meses, podendo ser renovado por duas vezes, por iguais períodos, até ao limite máximo de 36 meses.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

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

II.2.14. Additional information

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8.

Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 05/03/2018 Local time: 18:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Portuguese

IV.2.7. Conditions for opening of tenders

Date: 06/03/2018 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Águas do Norte, S.A.

Postal address: Avenida Osnabruck, n.º 29

Town: Vila Real

Postal code: 5000-427

Country: Portugal

E-mail: geral.adnorte@adp.pt

Telephone: +351 259309370

Fax: +351 259309371

VI.5. Date of dispatch of this notice

24/01/2018