

Portugal-Barcarena: Call centre
OJ S 15/2023 20/01/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Autoridade Nacional de Segurança Rodoviária

National registration number: 600082563

Postal address: Avenida de Casal de Cabanas, n.º 1

Town: Barcarena

NUTS code: PT Portugal

Postal code: 2734-507

Country: Portugal

E-mail: contratacao@ansr.pt

Internet address(es):

Main address: www.ansr.pt

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Public order and safety

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aquisição de serviços de atendimento telefónico e de gestão do canal de e-mail para suporte dos serviços da Autoridade Nacional de Segurança Rodoviária (ANSR)

Reference number: CPi 5/ANSR/2022

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços de atendimento telefónico e de gestão do canal de e-mail para suporte dos serviços da Autoridade Nacional de Segurança Rodoviária (ANSR)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 68 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: PT Portugal

NUTS code: PT1 Continente

II.2.4. Description of the procurement

Aquisição de serviços de atendimento telefónico e de gestão do canal de e-mail para suporte dos serviços da Autoridade Nacional de Segurança Rodoviária (ANSR)

II.2.5. Award criteria

Price

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 236-681532](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 23IN29470000

Title:

Aquisição de Serviços de Atendimento Telefónico e de Gestão do Canal de E-mail, para Suporte dos Serviços da ANSR

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/12/2022

V.2.2. Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Agrupamento constituído por CTT Soluções Empresariais, S.A. e NEWSRING SERVICES, S.A.

National registration number: 516165887 e 506412580

Postal address: Av. dos Combatentes, n.º 43, 14.º Piso

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1643-001

Country: Portugal

The contractor is an SME: yes

V.2.3. Name and address of the contractor

Official name: Agrupamento constituído por CTT SOLUÇÕES EMPRESARIAIS e NEWSRING SERVICES, S.A.

National registration number: 516165887 e 506412580

Postal address: Av. dos Combatentes, n.º 43, 14.º Piso

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1643-001

Country: Portugal

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 61 830,28 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Ministério da Administração Interna

Postal address: Praça do Comércio

Town: Lisboa

Postal code: 1149-015

Country: Portugal

E-mail: gabinete.seai@mai.gov.pt

VI.5. Date of dispatch of this notice

16/01/2023