

Portugal-Amadora: Call centre
OJ S 27/2021 09/02/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agência Portuguesa do Ambiente, I. P.

National registration number: 510306624

Postal address: Rua da Murgueira, 9/9-A, Zambujal, apartado 7585

Town: Amadora

NUTS code: PT Portugal

Postal code: 2610-124

Country: Portugal

E-mail: geral@apambiente.pt

Internet address(es):

Main address: www.apambiente.pt

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aquisição de serviços de atendimento telefónico e digital (2020-2022)

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 digital (2020-2022).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 558 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: PT170 Área Metropolitana de Lisboa

II.2.4. Description of the procurement

Aquisição de serviços de atendimento telefónico e digital (2020-2022).

II.2.5. Award criteria

Cost criterion - Name: Proposta economicamente mais vantajosa / Weighting: 100 %

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: [2020/S 163-396526](#)

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: 000076/2020-DFIN.DCP

Title:

Aquisição de serviços de atendimento telefónico e digital (2020-2022)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

17/12/2020

V.2.2. Information about tenders

Number of tenders received: 9

Number of tenders received from SMEs: 5
Number of tenders received from tenderers from other EU Member States: 0
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 9
The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Rhmais — Organização e Gestão de Recursos Humanos, S. A.
Postal address: Praça de Alvalade, 6, 12.º
Town: Lisboa
NUTS code: PT Portugal
Postal code: 1700-036
Country: Portugal
The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 558 000,00 EUR
Lowest offer: 27 900,30 EUR / Highest offer: 557 314,00 EUR taken into consideration

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: Conselho Diretivo da Agência Portuguesa do Ambiente (APA), I. P.
Postal address: Rua da Murgueira, 9/9-A, Zambujal, apartado 7585
Town: Amadora
Postal code: 2610-124
Country: Portugal
E-mail: geral@apambiente.pt

VI.5. Date of dispatch of this notice

04/02/2021