

Portugal-Lisbon: Administrative development project services

OJ S 38/2020 24/02/2020

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: SPMS — Serviços Partilhados do Ministério da Saúde, E. P. E.

National registration number: 509540716

Postal address: Avenida da República, 61

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1050-189

Country: Portugal

E-mail: contratacao@spms.min-saude.pt**Internet address(es):**Main address: <https://www.spms.min-saude.pt/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: www.comprasnasaude.pt

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: www.comprasnasaude.pt

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

Health

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

(DCPI) Aquisição de serviços de call center e suporte de 1.a linhas 24/7

Reference number: 20200083

II.1.2. Main CPV code

75112100 Administrative development project services

II.1.3. Type of contract

Services

II.1.4. Short description

Serviços de para call center e suporte de 1.a linha do centro de suporte da SPMS

II.1.5. Estimated total value

Value excluding VAT: 290 248,32 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: PT Portugal

II.2.4. Description of the procurement

Aquisição de serviços de para call center e suporte de 1.a linha do centro de suporte da SPMS.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Qualidade da proposta / Weighting: sessenta por cento

Price - Weighting: quarenta por cento

II.2.6. Estimated value

Value excluding VAT: 290 248,32 EUR

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

Duration in months: 9

This contract is subject to renewal: no

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 procedureAccelerated procedureJustification:

Concurso Público Internacional.

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

Date: 24/03/2020 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: 25/03/2020 Local time: 09:00

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: Ministra da Saúde

Postal address: Avenida João Crisóstomo, 9

Town: Lisboa

Postal code: 1000-177

Country: Portugal

E-mail: gabinete.ministro@ms.gov.pt

VI.5. Date of dispatch of this notice

20/02/2020