

Portugal-Lisbon: Call centre
OJ S 33/2023 15/02/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Entidade Reguladora dos Serviços Energéticos

National registration number: 503681490

Postal address: Edifício Restelo - Rua Dom Cristóvão da Gama, 1 - 3.º

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1400-113

Country: Portugal

E-mail: ccp@erse.pt

Internet address(es):

Main address: www.erse.pt

I.3. Communication

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

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://community.vortal.biz/>

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

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

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aquisição de Serviços de call center para atendimento a consumidores

Reference number: 26/2023

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 call center para atendimento a consumidores.

II.1.5. Estimated total value

Value excluding VAT: 380 000,00 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

Main site or place of performance: Lisboa

II.2.4. Description of the procurement

Aquisição de Serviços de call center para atendimento a consumidores.

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 380 000,00 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:

2 renovações por igual período.

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: yes

IV.2. Administrative information

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

Date: 13/03/2023 Local time: 17:00

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 13/03/2023 Local time: 17:01

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: Conselho de Administração da Entidade Reguladora dos Serviços Energéticos

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Town: Lisboa

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Country: Portugal

E-mail: ccp@erse.pt

VI.5. Date of dispatch of this notice

10/02/2023