

Portugal-Ponta Delgada: Telephone-answering services
OJ S 42/2021 02/03/2021
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Electricidade dos Açores (EDA), S. A.

National registration number: 512012032

Postal address: Rua Francisco Pereira Ataíde, 1

Town: Ponta Delgada

NUTS code: PT200 Região Autónoma dos Açores

Postal code: 9504-535

Country: Portugal

E-mail: eda@eda.pt

Internet address(es):

Main address: www.eda.pt

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.saphetygov.pt

Additional information can be obtained from the abovementioned address

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

I.6. Main activity

Electricity

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Prestação de serviços de contact center à da EDA, S. A.

Reference number: COMEL 21PS001

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Prestação de serviços de contact center à da EDA, S. A.

II.1.5. Estimated total value

II.1.6.

Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: PT200 Região Autónoma dos Açores

II.2.4. Description of the procurement

Prestação de serviços de contact center à da EDA, S. A.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Modelo operacional e de governance / Weighting: 10

Quality criterion - Name: Ferramenta de gestão da qualidade e melhoria contínua / Weighting: 10

Quality criterion - Name: Avaliação de desempenho dos colaboradores / Weighting: 10

Quality criterion - Name: Avaliação de competências dos colaboradores / Weighting: 20

Price - Weighting: 50

II.2.6. Estimated value

Value excluding VAT: 606 479,47 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Uma renovação por doze 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: yes

IV.2. Administrative information

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

Date: 27/03/2021 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.2.7. Conditions for opening of tenders

Date: 29/03/2021 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:
2024.

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: Conselho de Administração

Postal address: Rua Francisco Pereira Ataíde, 1

Town: Ponta Delgada

Postal code: 9504-535

Country: Portugal

E-mail: eda@eda.pt

Internet address: www.eda.pt

VI.5. Date of dispatch of this notice

25/02/2021