

Portugal-Lisbon: Call centre
OJ S 57/2017 22/03/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)

Postal address: Largo do Rilvas

Town: Lisboa

NUTS code: PT17 Área Metropolitana de Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: umc@mne.pt

Internet address(es):

Main address: <http://www.vortalgov.pt>

I.1. Name and addresses

Official name: Consulado Geral de Portugal em Paris

Postal address: 6/8 rue Georges Berger

Town: Paris

NUTS code: FR101 Paris

Postal code: 75017

Country: France

E-mail: cgparis@mne.pt

Internet address(es):

Main address: <http://www.vortalgov.pt>

I.2. Information about joint procurement

The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law:

Código dos Contratos Públicos (CCP) e Diretiva 2014/24/UE.

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

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris (358/UMC/2016/CPai/CAAt CG Paris).

Reference number: 358/UMC/2016/CPai/CAAt CG Paris

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 367 200,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: FR101 Paris

Main site or place of performance: Consulado Geral de Portugal em Paris.

II.2.4. Description of the procurement

Aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris.

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 procedureAccelerated procedureJustification:
Não.

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2016/S 193-347410](#)

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: 166/2017

Title:

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Paris

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

13/03/2017

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: ITEN Solutions — Sistemas de Informação, SA

National registration number: 510 728 189

Postal address: Rua António Nicolau D'Almeida n.º 45, 4.º

Town: Porto

NUTS code: PT114 Grande Porto

Postal code: 4100-320

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: 367 200,00 EUR

Total value of the contract/lot: 367 199,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

PROC. n.º 358/UMC/2016/CPai/CAt CG Paris.

VI.4. Procedures for review

VI.4.1.

Review body

Official name: Ministro dos Negócios Estrangeiros

Town: Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: umc@mne.pt

VI.5. Date of dispatch of this notice

17/03/2017