

Portugal-Lisbon: Call centre
OJ S 68/2017 06/04/2017
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 Londres

Postal address: 3, Portland Place

Town: London

NUTS code: UKI11 Inner London - West

Postal code: W1B 1HR

Country: United Kingdom

E-mail: cglondres@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 do Contratos Públicos português (CCP, DL 18/2008, de 29.01).

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 gestão de Centro de Atendimento para o Consulado Geral de Portugal em Londres.

Reference number: 89/UMC/2016/CPai/CAt CG Londres

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 gestão de Centro de Atendimento para o Consulado Geral de Portugal em Londres.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 345 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: UKI11 Inner London - West

Main site or place of performance: Consulado Geral de Portugal em Londres: 3, Portland Place, W1B 1HR Londres, Reino Unido (UK).

II.2.4. Description of the procurement

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

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 procedure Accelerated procedure Justification:
Não aplicável.

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 221-402779](#)

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: 211/2017

Title:

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

24/03/2017

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from tenderers from other EU Member States: 1

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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: 345 000,00 EUR

Total value of the contract/lot: 330 480,00 EUR

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: Ministro dos Negócios Estrangeiros

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: umc@mne.pt

VI.5. Date of dispatch of this notice

04/04/2017