

Portugal-Lisbon: Call centre
OJ S 88/2015 07/05/2015
Contract award notice
Services

Directive 2004/18/EC

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
Postal code: 1399-030
Country: Portugal
Contact person: Unidade Ministerial de Compras (UMC) da Secretaria-Geral (SG) do MNE
E-mail: umc@mne.pt

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: yes
Official name: Consulado Geral de Portugal em Estugarda
Postal address: Königsstraße
Town: Stuttgart
Postal code: 70173
Country: Germany

Section II: Object of the contract

II.1. Description

II.1.1. Title

Aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda.

II.1.2. Type of contract and place of performance or delivery

Services
Service category No 5: Telecommunications services
Main site or place of performance: Consulado Geral de Portugal em Estugarda.
NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda.

II.1.5. CPV code(s)

79512000 Call centre

II.1.6. Information about the Government Procurement Agreement (GPA)**II.2. Total value of the contract/lot****II.2.1. Total value of the contract/lot**

Value: 226 800 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure**IV.1.1. Type of procedure**

Open

IV.2. Award criteria**IV.2.1. Award criteria**

Lowest price

IV.2.2. Information about electronic auction**IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority**

61/UMC/MNE/CC/CPAI/2014/Estugarda

IV.3.2. Previous publication concerning this procedure**Contract notice**

Notice number in the OJ S: [2015/S 17-027300](#) of 24.1.2015

Section V: Award of contract

Contract No: 215/2015

Lot title: Aquisição de serviços de gestão de call center para o Consulado Geral de Portugal em Estugarda

V.1. Date of conclusion of the contract**V.2. Information about tenders****V.3. Name and address of the contractor**

Official name: ITEN Solutions — Sistemas de Informação, SA

Postal address: Rua Costa Cabral n.º 575

Town: Porto

Postal code: 4200-223

Country: Portugal

V.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot:

Value: 299 268 EUR

excluding VAT

Total value of the procurement:

Value: 226 800 EUR
excluding VAT
If annual or monthly value:
Number of months: 36

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

5.5.2015