

Portugal-Ponta Delgada: Telephone-answering services**OJ S 69/2021 09/04/2021****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 21PS002

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: Avaliação de desempenho dos colaboradores / Weighting: 10

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

Price - Weighting: 60

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: 06/05/2021 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: 07/05/2021 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

VI.5. Date of dispatch of this notice

06/04/2021