

Portugal-Lisbon: Telephone operator services
OJ S 100/2017 26/05/2017
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agência para a Modernização Administrativa, IP

Postal address: Rua Abranches Ferrão n.º 10, 3.º G

Town: Lisboa

NUTS code: PT171 Grande Lisboa

Postal code: 1600-001

Country: Portugal

E-mail: contratacao@ama.pt

Internet address(es):

Main address: www.ama.pt

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.acingov.pt/acingovprod/2/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

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

Centros de Contacto.

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços de atendimento técnico para a operacionalização do Centro de Contacto para as áreas do Cidadão, dos Espaços do Cidadão, da Empresa e do SAMA.

II.1.5.

Estimated total value

Value excluding VAT: 89 929,73 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.3. Place of performance**

NUTS code: PT1 Continente

II.2.4. Description of the procurement

Concurso Público n.º 93/17/DCP/ECCI/Centros de Contacto.

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 89 929,73 EUR

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

Duration in months: 4

This contract is subject to renewal: no

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: no

IV.2. Administrative information**IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 03/07/2017 Local time: 23:59

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: 03/07/2017 Local time: 23:59

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Agência para a Modernização Administrativa, IP

Postal address: Rua Abranches Ferrão n.º 10, 3.º G

Town: Lisboa

Postal code: 1600-001

Country: Portugal

E-mail: ama@ama.pt

VI.5. Date of dispatch of this notice

23/05/2017