

Portugal-Lisbon: Telephone-answering services

OJ S 67/2023 04/04/2023

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaria-Geral do Ambiente e da Ação Climática

National registration number: 600086330

Postal address: Rua de "O Século", n.º 63, 3.º

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1200-433

Country: Portugal

E-mail: dcp@sgambiente.gov.pt**Internet address(es):**Main address: <https://www.sgambiente.gov.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/index.php/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.acingov.pt/acingovprod/2/index.php/>

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

Environment

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

Reference number: 72/SCP-DCP/SG/2023

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

II.1.5. Estimated total value

Value excluding VAT: 311 749,82 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: PT Portugal

II.2.4. Description of the procurement

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 311 749,82 EUR

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

Duration in months: 18

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: 29/04/2023 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: 01/05/2023 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Multifator? Sim

Fatores

Nome: Preço

Ponderação: 70 %

Subfatores? Não

Fatores

Nome: Experiência da Equipa

Ponderação: 30 %

Subfatores? Não

VI.4. Procedures for review**VI.4.1. Review body**

Official name: Secretaria-Geral do Ambiente

Postal address: Rua de "O Século", n.º 63, 3.º

Town: Lisboa

Postal code: 1200-433

Country: Portugal

E-mail: sg@sgambiente.gov.pt

VI.5. Date of dispatch of this notice

30/03/2023