

Portugal-Funchal: Telephone-answering services

OJ S 70/2023 07/04/2023

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Instituto de Segurança Social da Madeira, IP-RAM

National registration number: 510474314

Postal address: Rua Elias Garcia, n.º 14

Town: Funchal

NUTS code: PT300 Região Autónoma da Madeira

Postal code: 9054-503

Country: Portugal

E-mail: issmadeira@seg-social.pt**Internet address(es):**Main address: <https://www.seg-social.pt/inicio>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: https://www.acingov.pt/acingovprod/2/zonaPublica/zona_publica_c/downloadProcedurePiece/Njl1MDU4

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

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Aquisição de serviços para a implementação da solução Contact Center para o Instituto de Segurança Social da Madeira, IP-RAM

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços para a implementação da solução Contact Center para o Instituto de Segurança Social da Madeira, IP-RAM

II.1.5. Estimated total value

Value excluding VAT: 519 516,00 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: PT300 Região Autónoma da Madeira

Main site or place of performance: Freguesia de São Roque, Concelho do Funchal

II.2.4. Description of the procurement

Aquisição de serviços para a implementação da solução Contact Center para o Instituto de Segurança Social da Madeira, IP-RAM

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Mérito técnico da proposta / Weighting: 80

Quality criterion - Name: Metodologia de avaliação de desempenho / Weighting: 45

Quality criterion - Name: Plano formativo / Weighting: 35

Price - Weighting: 20

II.2.6. Estimated value

Value excluding VAT: 519 516,00 EUR

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

Duration in months: 24

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: 03/05/2023 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 04/05/2023 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Secretaria Regional de Inclusão Social e Cidadania

Postal address: Rua João de Deus, n.º 5

Town: Funchal

Postal code: 9050-027

Country: Portugal

E-mail: gabinete.sric@madeira.gov.pt

VI.5. Date of dispatch of this notice

04/04/2023