

**Portugal-Lisbon: Call centre**  
**OJ S 126/2016 02/07/2016**  
**Contract notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)  
Postal address: Largo do Rilvas  
Town: Lisboa  
NUTS code: PT171 Grande Lisboa  
Postal code: 1399-030  
Country: Portugal  
E-mail: [umc@mne.pt](mailto:umc@mne.pt)  
**Internet address(es):**  
Main address: <http://www.vortalgov.pt>

**I.1. Name and addresses**

Official name: Consulado Geral de Portugal em Paris  
Postal address: 6/8 rue Georges Berger  
Town: Paris  
NUTS code: FR101 Paris  
Postal code: 75017  
Country: France  
E-mail: [cgparis@mne.pt](mailto:cgparis@mne.pt)  
**Internet address(es):**  
Main address: <http://www.vortalgov.pt>

**I.2. Information about joint procurement**

The contract involves joint procurement  
In the case of joint procurement involving different countries, state applicable national procurement law:  
Aplica-se o Código do Contratos Públicos português.

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.vortalgov.pt>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <http://www.vortalgov.pt>  
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

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### II.1. Scope of the procurement

#### II.1.1. Title

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris (88/UMC/2016/CPai/CAAt CG Paris).

Reference number: 88/UMC/2016/CPai/CAAt CG Paris

#### II.1.2. Main CPV code

79512000 Call centre

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

Aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris.

#### II.1.5. Estimated total value

Value excluding VAT: 380 000,00 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: FR101 Paris

Main site or place of performance: Consulado Geral de Portugal em Paris na morada mencionada.

#### II.2.4. Description of the procurement

Aquisição de serviços de gestão do Centro de Atendimento para o Consulado Geral de Portugal em Paris.

#### II.2.5. Award criteria

Criteria below

Price

#### II.2.6. Estimated value

Value excluding VAT: 380 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Nos termos do previsto na alínea a) do n.º 1 do artigo 27.º do Código dos Contratos Públicos (CCP).

#### 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**

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### **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: 10/08/2016 Local time: 16:59

#### **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: 11/08/2016 Local time: 10:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

PROC. n.º 88/UMC/2016/CPai/CAt CG Paris.

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Ministro dos Negócios Estrangeiros

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: [umc@mne.pt](mailto:umc@mne.pt)

#### **VI.5. Date of dispatch of this notice**

29/06/2016

