

United Kingdom-London: Call centre
OJ S 128/2014 08/07/2014
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Consulado Geral de Portugal em Londres

Postal address: 3 Portland Place, Reino Unido

Town: Londres

Postal code: W1B 1HR

Country: United Kingdom

Contact person: Unidade Ministerial de Compras (UMC) da Secretaria-Geral (SG) do MNE

E-mail: umc@mne.pt

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

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

I.2. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.3. Main activity

General public services

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Concurso público com publicação de anúncio internacional para aquisição de serviços de gestão de CallCenter para o Consulado Geral de Portugal em Paris.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 5: Telecommunications services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

Duration of the framework agreement

Duration in months: 24

Estimated total value of purchases for the entire duration of the framework agreement

Estimated value excluding VAT: 300 000 EUR

II.1.5. Short description of the contract or purchase(s)

Aquisição de serviços de gestão de CallCenter para o Consulado Geral de Portugal em Paris.

II.1.6. CPV code(s)

79512000 Call centre

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Lots

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Consultar as peças oficiais do procedimento disponíveis na plataforma eletrónica (fornecida pela empresa Vortal, SA", disponível no endereço: <http://www.vortalgov.pt> , sendo a mesma obrigatória para as entidades interessadas em concorrer).

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Consultar as peças oficiais do procedimento disponíveis na plataforma eletrónica (fornecida pela empresa Vortal, SA", disponível no endereço: <http://www.vortalgov.pt> , sendo a mesma obrigatória para as entidades interessadas em concorrer).

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Consultar as peças oficiais do procedimento disponíveis na plataforma eletrónica (fornecida pela empresa Vortal, SA", disponível no endereço: <http://www.vortalgov.pt> , sendo a mesma obrigatória para as entidades interessadas em concorrer).

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Informação e formalidades necessárias para verificar o cumprimento dos requisitos: consultar as peças oficiais do procedimento disponíveis na

plataforma eletrónica (fornecida pela empresa Vortal, SA", disponível no endereço: <http://www.vortalgov.pt> , sendo a mesma obrigatória para as entidades interessadas em concorrer).

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

Lowest price

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

14.8.2014 - 17:59

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

Portuguese.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in days: 120 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 18.8.2014 - 11:00

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Ministro de Estado e de Negócios Estrangeiros (MENE)

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: umc@mne.pt

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

3.7.2014