

Portugal-Lisbon: Telephone operator services
OJ S 123/2017 30/06/2017
Contract award notice
Services

Directive 2004/18/EC

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
Postal code: 1600-001
Country: Portugal
Contact person: Divisão de contratação pública
E-mail: contratacao@ama.pt
Internet address(es):
General address of the contracting authority: www.ama.gov.pt

I.2. Type of the contracting authority

Body governed by public law

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

Concurso público para a contratação de serviços de operacionalização do Centro de Contacto para as áreas do Cidadão, Espaço do Cidadão, espaço Empresa e SAMA.

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

Services
NUTS code

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

II.1.4. Short description of the contract or purchase(s)

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. CPV code(s)

79511000 Telephone operator services

II.1.6. Information about the Government Procurement Agreement (GPA)

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

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

Concurso público n.º 18/16/DCP/ DCRF/Operacionalização dos centros de contacto

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2016/S 220-401936](#) of 15.11.2016

Section V: Award of contract

Contract No: Contrato n.º 04/17-AMA

Lot title: Operacionalização dos centros de contacto

V.1. Date of conclusion of the contract

12.1.2017

V.2. Information about tenders

Number of tenders received by electronic means: 2

V.3. Name and address of the contractor

Official name: RH Portugal — Consultores em Investimentos Humanos, Lda

Town: Lisboa

Country: Portugal

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 93 210 EUR

excluding VAT

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

28.6.2017