

Portugal-Porto Salvo: Helpdesk and support services

OJ S 147/2017 03/08/2017

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Instituto de Informática, IP

Postal address: Av. Professor Dr. Cavaco Silva 17, Ed. Ciência I Taguspark

Town: Porto Salvo

NUTS code: PT171 Grande Lisboa

Postal code: 2740-120

Country: Portugal

E-mail: ii-ao-contratacao@seg-social.pt**Internet address(es):**Main address: <https://www.acingov.pt>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.acingov.pt>

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

Social protection

Section II: Object

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

Aquisição serviços de Service Desk, de atendimento, resolução ou reencaminhamento dos incidentes e pedidos de serviço de suporte técnico.

Reference number: 3001/17/0000074

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços de Service Desk.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: PT171 Grande Lisboa

II.2.4. Description of the procurement

Aquisição de serviços de Service Desk.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Mérito técnico da proposta / Weighting: 60 %

Cost criterion - Name: Preço da proposta / Weighting: 40 %

II.2.6. Estimated value

Value excluding VAT: 273 156,00 EUR

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

Duration in months: 36

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 Accelerated procedure Justification:

Não.

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: 08/09/2017 Local time: 17:00

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
Tender must be valid until: 13/11/2017

IV.2.7. Conditions for opening of tenders
Date: 11/09/2017 Local time: 9:00

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: Conselho Diretivo do Instituto de Informática, IP
Postal address: Av. Professor Dr. Cavaco Silva 17 Ed. Ciência I Taguspark
Town: Porto Salvo
Postal code: 2740-120
Country: Portugal
E-mail: ii-ao-contratacao@seg-social.pt

VI.5. Date of dispatch of this notice
31/07/2017