

**Portugal-Lisbon: Telephone operator services**  
**OJ S 152/2017 10/08/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

---

**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

NUTS code: PT171 Grande Lisboa

Postal code: 1600-001

Country: Portugal

Contact person: Cláudia Conde

E-mail: [claudia.conde@ama.pt](mailto:claudia.conde@ama.pt)

**Internet address(es):**

Main address: <https://www.ama.gov.pt>

**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**

Other activity: Modernização Administrativa

---

**Section II: Object**

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

**II.1.1. Title**

Centro de contacto.

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Atendimento técnico para a operacionalização do Centro de Contacto para as áreas do Cidadão, dos Espaços do Cidadão, da Empresa e do SAMA.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 88 800,90 EUR

**II.2. Description**

### **II.2.3. Place of performance**

NUTS code: PT1 Continente

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

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.2.5. Award criteria**

Price

### **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: yes

### **IV.2. Administrative information**

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a prior information notice**

## **Section V: Award of contract**

---

**Contract No:** 78

**Title:**

Concurso público n.º 93/17/DCP/ECCI/CENTROS DE CONTACTO

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

02/08/2017

#### **V.2.2. Information about tenders**

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

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

Postal address: Edifício Europa, Av. José Malhoa 16 F — 4.º piso

Town: Lisboa

NUTS code: PT171 Grande Lisboa

Postal code: 1070-159

Country: Portugal

The contractor is an SME: no

**V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 89 929,73 EUR

Total value of the contract/lot: 88 800,90 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

---

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Agência para a Modernização Administrativa, IP

Town: Lisboa

Postal code: 1600-001

Country: Portugal

E-mail: [contratacao@ama.pt](mailto:contratacao@ama.pt)

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

08/08/2017