

**Portugal-Porto Salvo: Helpdesk and support services**  
**OJ S 178/2015 15/09/2015**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Instituto de Informática, IP  
Postal address: Av. Prof. Dr. Cavaco Silva 17, Ed. Ciência I, Taguspark  
Town: Porto Salvo  
Postal code: 2740-120  
Country: Portugal  
Contact person: Área de organização  
E-mail: [ii-ao@seg-social.pt](mailto:ii-ao@seg-social.pt)

**I.2. Type of the contracting authority**

Body governed by public law

**I.3. Main activity**

**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**

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**II.1. Description**

**II.1.1. Title**

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

Services  
Service category No 7: Computer and related services  
NUTS code PT171 Grande Lisboa

**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 operação para o Centro de Contacto dos Fundos:  
— FCT (Fundo de Compensação do Trabalho) e,  
— FGCT (Fundo de Garantia de Compensação do Trabalho).

**II.1.5. CPV code(s)**

72253000 Helpdesk and support 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**

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#### **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**

#### **IV.3. Administrative information**

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

##### **IV.3.2. Previous publication concerning this procedure**

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

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Lot title: 3001-15-0000014 — Serviços de operação do Centro de Contacto para os Fundos: FCT e FGCT

#### **V.1. Date of conclusion of the contract**

26.6.2015

#### **V.2. Information about tenders**

#### **V.3. Name and address of the contractor**

Official name: RH MAIS — Organização e Gestão de Recursos Humanos, SA

Postal address: Praça de Alvalade n.º 6, 12.º

Town: Lisboa

Postal code: 1700-036

Country: Portugal

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

Initial estimated total value of the contract/lot:

Value: 261 992 EUR

excluding VAT

Total value of the procurement:

Value: 234 765,60 EUR

excluding VAT

If annual or monthly value:

Number of months: 14

#### **V.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.1. Information about European Union funds**

#### **VI.2. Additional information**

Anúncio de adjudicação relativo ao anúncio de concurso n.º 145878-2015 publicado em (28.4.2015) no JOUE.

#### **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**

10.9.2015