

Portugal-Lisbon: Call centre
OJ S 185/2015 24/09/2015
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

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

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

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

The contracting authority is purchasing on behalf of other contracting authorities: yes

Official name: Consulado Geral de Portugal em Luxemburgo

Postal address: 282, route de Longwy

Town: Luxemburgo

Postal code: 1940

Country: Luxembourg

Section II: Object of the contract

II.1. Description

II.1.1. Title

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Luxemburgo.

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

Services

Service category No 5: Telecommunications services

Main site or place of performance: Consulado Geral de Portugal em Luxemburgo.

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)

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Luxemburgo.

II.1.5. CPV code(s)

79512000 Call centre

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

Value: 214 020 EUR
excluding VAT

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

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

Procedimento 44/UMC/MNE/2015/CC
[2015/S 080-141647](#)

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 80-141647](#) of 24.4.2015

Section V: Award of contract

Contract No: 503/2015

Lot title: Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Luxemburgo

V.1. Date of conclusion of the contract

15.7.2015

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: ITEN Solutions — Sistemas de Informação, SA
Postal address: Rua Costa Cabral 575
Town: freguesia de Paranhos, concelho do Porto
Country: Portugal

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

Total value of the procurement:
Value: 214 020 EUR
excluding VAT

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

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

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

21.9.2015