

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

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: 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: Embaixada de Portugal em Haia

Postal address: Zeestraat 74

Town: Haia, Países Baixos

Postal code: 2518 AD

Country: Netherlands

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

Aquisição de serviços de gestão de Call Center para a Embaixada de Portugal em Haia.

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

Services

Service category No 5: Telecommunications 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)**

Aquisição de serviços de gestão de Call Center para a Embaixada de Portugal em Haia.

**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

### 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

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 42/UMC/MNE/2015/CC

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

###### Contract notice

Notice number in the OJ S: [2015/S 28-047276](#) of 10.2.2015

### Section V: Award of contract

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Contract No: 258/2015

Lot title: Aquisição de serviços de gestão de Call Center para a Embaixada de Portugal em Haia

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

14.4.2015

#### 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, Porto

Country: Portugal

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

Total value of the procurement:

Value: 196 800 EUR

excluding VAT

#### V.5. Information about subcontracting

### Section VI: Complementary information

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#### 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