

**Portugal-Lisbon: Customer-care services**

**OJ S 117/2023 20/06/2023**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Gebalis - Gestão do Arrendamento da Habitação Municipal de Lisboa, E. M., S. A.

National registration number: 503541567

Postal address: Rua Laura Alves, n.º 12, 7

Town: Lisboa

NUTS code: PT1 Continente

Postal code: 1050-138

Country: Portugal

E-mail: [gbl@gebalis.pt](mailto:gbl@gebalis.pt)

**Internet address(es):**

Main address: [www.gebalis.pt](http://www.gebalis.pt)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.gov.saphety.com](http://www.gov.saphety.com)

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**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

AQS 122/GEBALIS/2023 - Aquisição de serviços de Contact Center

Reference number: AQS 122/Gebalis/2023

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Aquisição de serviços de Contact Center

#### **II.1.5. Estimated total value**

Value excluding VAT: 585 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: no

### **II.2. Description**

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

NUTS code: PT1 Continente

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

Aquisição de serviços de Contact Center

#### **II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

#### **II.2.6. Estimated value**

Value excluding VAT: 585 000,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Renovável por um período de 12 meses

#### **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**

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#### **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: no

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

##### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 15/07/2023 Local time: 23:59

**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**  
Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**  
Date: 17/07/2023 Local time: 10:00

## **Section VI: Complementary information**

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**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 de Administração

Postal address: Rua Laura Alves, n.º 12, 7

Town: Lisboa

Postal code: 1050-138

Country: Portugal

E-mail: [gbl@gebalis.pt](mailto:gbl@gebalis.pt)

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

15/06/2023