

Portugal-Lisbon: Telephone operator services
OJ S 167/2018 31/08/2018
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, 10, 3.º G

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1600-001

Country: Portugal

Contact person: Cecília Vinhas

E-mail: cecilia.vinhas@ama.pt

Telephone: +35 1217231200

Fax: +35 1217231200

Internet address(es):

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Centro de contacto. Aquisição de serviços de atendimento telefónico

Reference number: Concurso público número 50/18/GJ/DCRF

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços de atendimento telefónico para a operacionalização de centro de contacto para as áreas do cidadão, dos espaços do cidadão, da empresa e do sistema de apoio à modernização e capacitação da administração pública.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 437 984,10 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: PT1 Continente

Main site or place of performance: Lisboa, Leiria, Viseu e Coimbra

II.2.4. Description of the procurement

Aquisição de serviços de atendimento telefónico para a operacionalização de centro de contacto para as áreas do cidadão, dos espaços do cidadão, da empresa e do sistema de apoio à modernização e capacitação da administração pública.

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:
yes

Identification of the project: FEDER - COMPETITIVIDADE E INTERNACIONALIZAÇÃO

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

The procurement involves the establishment of a framework agreement

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.2.8. 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: 055-18-AMA

Title:

Concurso público número 50/18/GJ/DCRF/Centro de Contacto

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/06/2018

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: A Egor Outsourcing – Prestação de Serviços, Organização e Administração de Pessoal, Lda.

Postal address: Avenida José Malhoa, 16 F, 4.º Piso

Town: Lisboa

NUTS code: PT1 Continente

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: 437 984,10 EUR

Total value of the contract/lot: 437 984,10 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

Postal address: Rua Abranches Ferrão, 10, 3.º G

Town: Lisboa

Postal code: 1600-001

Country: Portugal

E-mail: cecilia.vinhas@ama.pt

Telephone: +351 217231200

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

VI.5. Date of dispatch of this notice

28/08/2018