

Portugal-Lisbon: Telephone-answering services
OJ S 124/2023 30/06/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaria-Geral do Ambiente e da Ação Climática

National registration number: 600086330

Postal address: Rua de "O Século", n.º 63, 3.º

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1200-433

Country: Portugal

Contact person: Secretaria-Geral do Ambiente e da Ação Climática

E-mail: dcp@sgambiente.gov.pt

Internet address(es):

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

Reference number: 72/SCP-DCP/SG/2023

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 311 749,82 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: PT Portugal

Main site or place of performance: Lisboa

II.2.4. Description of the procurement

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

II.2.5. Award criteria

Quality criterion - Name: Experiência da Equipa / Weighting: 30

Price - Weighting: 70

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 067-199607](#)

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: 72/2023

Title:

CONTACT CENTER PARA ATENDIMENTO DAS CHAMADAS DIRIGIDAS AO FUNDO AMBIENTAL

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/06/2023

V.2.2. Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3. Name and address of the contractor

Official name: MEO - SERVIÇOS DE COMUNICAÇÕES E MULTIMÉDIA, S.A.

National registration number: 504615947

Town: Lisboa

NUTS code: PT Portugal

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: 311 749,82 EUR

Total value of the contract/lot: 249 123,00 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: Secretaria-Geral do Ambiente

Town: Lisboa

Country: Portugal

VI.5. Date of dispatch of this notice

27/06/2023