

Portugal-Lisbon: Telephone operator services

OJ S 220/2016 15/11/2016

Contract notice**Services****Directive 2004/18/EC****Section I: Contracting authority**

I.1. Name and addresses

Official name: Agência para a Modernização Administrativa, IP

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

Town: Lisboa

Postal code: 1600-001

Country: Portugal

Internet address(es):Electronic access to information: <https://www.acingov.pt>**Additional information can be obtained from:**

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address**I.2. Type of the contracting authority****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: no

Section II: Object of the contract

II.1. Description**II.1.1. Title attributed to the contract by the contracting authority**

Concurso público para a contratação de serviços de operacionalização do Centro de Contacto para as áreas do Cidadão, Espaço do Cidadão, espaço Empresa e SAMA.

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

Services

NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement**II.1.5. Short description of the contract or purchase(s)**

Serviços de atendimento técnico para a operacionalização do Centro de Contacto para as áreas do Cidadão, dos Espaços do Cidadão, da Empresa e do SAMA.

II.1.6. CPV code(s)

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

II.2.3. Information about renewals

II.3. Duration of the contract or time limit for completion

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

- IV.1.2. Information about the limits on the number of candidates to be invited**
- IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue**
- 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**
 - IV.3.2. Previous publication concerning this procedure**
 - IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document**
 - IV.3.4. Time limit for receipt of tenders or requests to participate**
20.12.2016 - 23:59
 - IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates**
 - IV.3.6. Languages in which tenders or requests to participate may be submitted**
 - IV.3.7. Minimum time frame during which the tenderer must maintain the tender**
 - IV.3.8. Conditions for opening of tenders**

Section VI: Complementary information

- VI.1. Information about recurrence**
- VI.2. Information about European Union funds**
- VI.3. Additional information**
- VI.4. Procedures for review**
 - VI.4.1. Review body**
 - VI.4.2. Review procedure**
 - VI.4.3. Service from which information about the review procedure may be obtained**
- VI.5. Date of dispatch of this notice**
10.11.2016