

Portugal-Lisbon: Call centre
OJ S 221/2016 16/11/2016
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Secretaria-Geral (SG) do Ministério dos Negócios Estrangeiros (MNE)
Postal address: Largo do Rilvas
Town: Lisboa
NUTS code: PT17 Área Metropolitana de Lisboa
Postal code: 1399-030
Country: Portugal
E-mail: umc@mne.pt
Internet address(es):
Main address: <http://www.vortalgov.pt>

I.1. Name and addresses

Official name: Consulado Geral de Portugal em Londres
Postal address: 3, Portland Place
Town: London
NUTS code: UK111 Inner London - West
Postal code: W1B 1HR
Country: United Kingdom
E-mail: cglondres@mne.pt
Internet address(es):
Main address: <http://www.vortalgov.pt>

I.2. Information about joint procurement

The contract involves joint procurement
In the case of joint procurement involving different countries, state applicable national procurement law:
Código do Contratos Públicos português (CCP, DL 18/2008, de 29.01).

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.vortalgov.pt>
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

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

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Londres.

Reference number: 89/UMC/2016/CPai/CAAt CG Londres

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Londres.

II.1.5. Estimated total value

Value excluding VAT: 345 000,00 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: UKI11 Inner London - West

Main site or place of performance: Consulado Geral de Portugal em Londres: 3, Portland Place, W1B 1HR Londres, Reino Unido (UK) cglondres@mne.pt / consulado.londres@mne.pt

II.2.4. Description of the procurement

Aquisição de serviços de gestão de Centro de Atendimento para o Consulado Geral de Portugal em Londres.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Preço / Weighting: 100

Price

II.2.6. Estimated value

Value excluding VAT: 345 000,00 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:

Nos termos do previsto na alínea a) do n.º 1 do artigo 27.º do Código dos Contratos Públicos (CCP).

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

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: yes

IV.2. Administrative information

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

Date: 23/12/2016 Local time: 16:59

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: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 23/12/2016 Local time: 17:00

Place:

Plataforma eletrónica de contratação pública (Endereço principal: <http://www.vortalgov.pt>)

Section VI: Complementary information

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: Ministro dos Negócios Estrangeiros

Postal address: Largo do Rilvas

Town: Lisboa

Postal code: 1399-030

Country: Portugal

E-mail: umc@mne.pt

VI.5. Date of dispatch of this notice

11/11/2016