

Portugal-Lisbon: Helpdesk and support services

OJ S 183/2019 23/09/2019

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: EMEL — Empresa Municipal de Mobilidade e Estacionamento de Lisboa, E. M.

National registration number: 503311332

Postal address: Alameda das Linhas de Torres, 198-200

Town: Lisboa

NUTS code: PT170 Área Metropolitana de Lisboa

Postal code: 1750-150

Country: Portugal

Contact person: Esmeralda Silva

E-mail: aprovisionamento@emel.pt

Telephone: +351 211163060

Internet address(es):Main address: www.emel.pt**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.saphety.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.saphety.com>

Tenders or requests to participate must be submitted to the abovementioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.saphety.com>**I.4. Type of the contracting authority**

Other type: Empresa municipal

I.5. Main activity

Other activity: Mobilidade e estacionamento

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Aquisição de serviços de helpdesk

Reference number: CPI 49/2019

II.1.2.

Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Prestação os serviços de assistência técnica aos utilizadores (service desk).

II.1.5. Estimated total value

Value excluding VAT: 515 000,00 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: PT170 Área Metropolitana de Lisboa

II.2.4. Description of the procurement

Aquisição de serviços de helpdesk.

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

Value excluding VAT: 515 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: no

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 procedureAccelerated procedureJustification:

Não aplicável.

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: 22/10/2019 Local time: 17:00

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.2.7. Conditions for opening of tenders

Date: 23/10/2019 Local time: 10:00

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: EMEL, E. M., S. A.

Postal address: Alameda das Linhas de Torres, 198-200

Town: Lisboa

Postal code: 1750-150

Country: Portugal

E-mail: aprovisionamento@emel.pt

Telephone: +351 211163060

VI.5. Date of dispatch of this notice

19/09/2019