

**Portugal-Lisbon: Other services**

OJ S 250/2015 26/12/2015

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

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**I.1. Name and addresses**

Official name: Instituto do Emprego e Formação Profissional, IP

Postal address: Rua de Xabregas n.º 52

Town: Lisboa

Postal code: 1949-003

Country: Portugal

Contact person: +351 218614191

For the attention of: Sandra Alves

**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**

Body governed by public law

**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**

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

20152100076.

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

Services

Service category No 27: Other services

NUTS code

**II.1.3. Information about a framework agreement or a dynamic purchasing system****II.1.4. Information about framework agreement****II.1.5. Short description of the contract or purchase(s)**

Prestação de serviços de contact center em outsourcing para o IEFP, IP.

**II.1.6. CPV code(s)**

98390000 Other services

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

**II.1.8. Lots**

**II.1.9. Information about variants**

**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**

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**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**

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**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**

no

### **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**

1.2.2016 - 18:00

### **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**

Portuguese.

### **IV.3.7. Minimum time frame during which the tenderer must maintain the tender**

Duration in days: 120 (from the date stated for receipt of tender)

### **IV.3.8. Conditions for opening of tenders**

Place: Official name: [www.compraspublicas.com](http://www.compraspublicas.com)

Town: Lisboa

Country: Portugal

## **Section VI: Complementary information**

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### **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**

23.12.2015