

**Portugal-Porto: Customer-care services**  
**OJ S 206/2021 22/10/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: CMPEAE - Empresa de Águas e Energia do Município do Porto, E. M.

National registration number: 507718666

Postal address: Rua Barão de Nova Sintra, 285

Town: Porto

NUTS code: PT11A Área Metropolitana do Porto

Postal code: 4300-367

Country: Portugal

E-mail: [contratos@aguasdoporto.pt](mailto:contratos@aguasdoporto.pt)

**Internet address(es):**

Main address: [www.aguasdoporto.pt](http://www.aguasdoporto.pt)

**I.4. Type of the contracting authority**

Other type: Empresa Municipal

**I.5. Main activity**

Other activity: Distribuição de Água

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**Section II: Object**

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

**II.1.1. Title**

Contact Center em Outsourcing para o serviço comercial da Águas e Energia do Porto

Reference number: CPI 34/20

**II.1.2. Main CPV code**

79342320 Customer-care services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Contact Center em Outsourcing para o serviço comercial da Águas e Energia do Porto

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 687 239,72 EUR

**II.2. Description**

### **II.2.3. Place of performance**

NUTS code: PT11A Área Metropolitana do Porto

### **II.2.4. Description of the procurement**

Contact Center em Outsourcing para o serviço comercial da Águas e Energia do Porto

### **II.2.5. Award criteria**

Quality criterion - Name: Qualidade técnica / Weighting: 40

Price - Weighting: 60

### **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**

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### **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: [2021/S 005-006039](#)

#### **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**

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### **Title:**

Contact Center em Outsourcing para o serviço comercial da Águas e Energia do Porto, E.M

A contract/lot is awarded: yes

### **V.2. Award of contract**

#### **V.2.1. Date of conclusion of the contract**

30/08/2021

#### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

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: EGOR OUTSOURCING - PREST. SERV. ORG. ADMIN DE PESSOAS LDA.

Postal address: AV. JOSÉ MALHOA, 16 F -4º PISO

Town: LISBOA

NUTS code: PT11A Área Metropolitana do Porto

Postal code: 1070-159

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: 757 512,00 EUR

Total value of the contract/lot: 687 239,72 EUR

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Águas e Energia do Porto, E.M.

Postal address: Rua Barão de Nova Sintra, 285

Town: Porto

Postal code: 4300-367

Country: Portugal

E-mail: [contratos@aguasdoporto.pt](mailto:contratos@aguasdoporto.pt)

**VI.5. Date of dispatch of this notice**

18/10/2021