

Portugal-Lisbon: Call centre
OJ S 176/2023 13/09/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Instituto de Gestão Financeira da Segurança Social, IP

Postal address: Avenida Manuel da Maia, 58

Town: Lisboa

NUTS code: PT Portugal

Postal code: 1049-002

Country: Portugal

Contact person: DGA-DAI

E-mail: igfss-dga-dai@seg-social.pt

Telephone: +351 218433300

Fax: +351 218433712

Internet address(es):

Main address: <http://www.seg-social.pt/igfss-ip-instituto-de-gestao-financ>

I.4. Type of the contracting authority

Body governed by public law

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 um centro de atendimento na área do Instituto de Gestão Financeira da Segurança Social prestado através de um Contact Center.

Reference number: 2123000075

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 um centro de atendimento na área do Instituto de Gestão Financeira da Segurança Social prestado através de um Contact Center.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 202 685,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: PT Portugal

II.2.4. Description of the procurement

Aquisição de serviços de gestão de um centro de atendimento na área do Instituto de Gestão Financeira da Segurança Social prestado através de um Contact Center.

II.2.5. Award criteria

Quality criterion - Name: Conforme Artigo 12º - Critério de Adjudicação do Programa de Concurso; / Weighting: 100.00
Price

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 111-346941](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/08/2023

V.2.2. Information about tenders

Number of tenders received: 8

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: RHmais - Organização e Gestão de Recursos Humanos, SA

Postal address: Praça de alvalade, nº. 6 - 12º. 1700-036 LISBOA

Town: LISBOA

NUTS code: PT Portugal

Postal code: LISBOA

Country: Portugal

E-mail: rhmais@rhmais.pt

Telephone: +351 217826360

Fax: +351 217933346

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 1 048 536,00 EUR

V.2.5. Information about subcontracting**Section VI: Complementary information**

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

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Postal code: 1049-002

Country: Portugal

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Internet address: <http://www.seg-social.pt/igfss-ip-instituto-de-gestao-financ>

VI.5. Date of dispatch of this notice

08/09/2023