

**Portugal-Porto: Telephone-answering services**

OJ S 186/2023 27/09/2023

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

Directive 2014/24/EU

**Section I: Contracting authority**

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**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: PT Portugal

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.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.acingov.pt](http://www.acingov.pt)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [www.acingov.pt](http://www.acingov.pt)

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

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

Other type: Empresa Municipal

**I.5. Main activity**

Other activity: Água e Energia

**Section II: Object**

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

211CPPQ23 Aquisição de serviços de Contact Center em regime de Outsourcing para o Serviço de Atendimento ao Cliente

**II.1.2. Main CPV code**

79510000 Telephone-answering services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

211CPPQ23 Aquisição de serviços de Contact Center em regime de Outsourcing para o Serviço de Atendimento ao Cliente

**II.1.5. Estimated total value**

Value excluding VAT: 1 331 185,23 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: PT11A Área Metropolitana do Porto

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

211CPPQ23 Aquisição de serviços de Contact Center em regime de Outsourcing para o Serviço de Atendimento ao Cliente

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 1 331 185,23 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Duas renovações, até ao máximo de três anos

**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**

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

Date: 21/10/2023 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: 23/10/2023 Local time: 09:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

No prazo de três anos

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Conselho de Administração da AEdP

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**

22/09/2023