

Portugal-Braga: Teleworking services

OJ S 231/2022 30/11/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: AGERE- Empresa de Águas Efluentes e Resíduos de Braga, E. M.

National registration number: 504807692

Postal address: Praça Conde de Agrolongo,115

Town: Braga

NUTS code: PT112 Cávado

Postal code: 4700-312

Country: Portugal

E-mail: agere@agere.pt

Internet address(es):

Main address: www.agere.pt

Address of the buyer profile: <https://community.vortal.biz>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://community.vortal.biz>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://community.vortal.biz>

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

PRESTAÇÃO DE SERVIÇOS DE CONTACT CENTER EM REGIME DE OUTSOURCING PARA A AGERE"

Reference number: CPI DC 09/2022

II.1.2. Main CPV code

64222000 Teleworking services

II.1.3. Type of contract

Services

II.1.4. Short description

PRESTAÇÃO DE SERVIÇOS DE CONTACT CENTER EM REGIME DE OUTSOURCING PARA A AGERE

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: PT112 Cávado

II.2.4. Description of the procurement

PRESTAÇÃO DE SERVIÇOS DE CONTACT CENTER EM REGIME DE OUTSOURCING PARA A AGERE".

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

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 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: yes

IV.2. Administrative information

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

Date: 28/12/2022 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: 29/12/2022 Local time: 09:00

Place:

AGERE - BRAGA

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: Conselho de Administração da AGERE EM

Postal address: Praça Conde de Agrolongo, 115

Town: Braga

Postal code: 4700-312

Country: Portugal

E-mail: administracao@agere.pt

VI.5. Date of dispatch of this notice

25/11/2022