

Portugal-Lisbon: Software package and information systems

OJ S 228/2023 27/11/2023

Contract notice

Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agência para a Modernização Administrativa, I. P.

National registration number: 508184509

Postal address: Rua de Santa Marta, n.º 55 - 3.º

Town: Lisboa

NUTS code: PT17 Área Metropolitana de Lisboa

Postal code: 1150-294

Country: Portugal

E-mail: contratacao@ama.pt**Internet address(es):**Main address: www.ama.gov.pt**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: www.acingov.pt

Additional information can be obtained from the abovementioned address

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

General public services

Section II: Object

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

CPI N.º 146/23/DCP/DIT/AQUISIÇÃO DE LICENCIAMENTO PARA UMA SOLUÇÃO OMNICANAL CUSTOMER SERVICE

Reference number: CPI 146/23/DCP/DIT

II.1.2. Main CPV code

48000000 Software package and information systems

II.1.3. Type of contract

Supplies

II.1.4. Short description

Aquisição de licenciamento para uma Solução Omnicanal Customer Service.

II.1.5. Estimated total value

Value excluding VAT: 1 713 561,60 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: PT Portugal

II.2.4. Description of the procurement

Aquisição de licenciamento para uma Solução Omnicanal Customer Service.

II.2.5. Award criteria

Criteria below

Price

II.2.6. Estimated value

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

Duration in months: 24

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:
yes

Identification of the project: Programa de Recuperação e Resiliência Projeto n.º 11803 - Serviços Eletrónicos Sustentáveis, com um contrato celebrado em 29 de julho de 2021 entre a 'Recuperar Portugal' e a Agência para a Modernização Administrativa, I. P., com a designação 'Serviços Eletrónicos Sustentáveis - Contrato EMRP TD-C19 - I2', no contexto da Medida I2-MMEAP3.

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.2.2.

Time limit for receipt of tenders or requests to participate

Date: 25/12/2023 Local time: 23:59

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: 26/12/2023 Local time: 08:00

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 Diretivo da Agência para a Modernização Administrativa, I. P.

Postal address: Rua de Santa Marta, n.º 55 - 3.º

Town: Lisboa

Postal code: 1150-294

Country: Portugal

E-mail: ama@ama.pt

VI.5. Date of dispatch of this notice

22/11/2023