

Portugal-Lisbon: Helpdesk and support services

OJ S 237/2023 08/12/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Rádio e Televisão de Portugal, S. A.

National registration number: 500225680

Postal address: Av. Marechal Gomes da Costa, 37

Town: Lisboa

NUTS code: PT17 Área Metropolitana de Lisboa

Postal code: 1849-030

Country: Portugal

E-mail: compras@rtp.pt

Internet address(es):

Main address: www.rtp.pt

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.vortal.biz

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

Other type: rádio, televisão e digital

I.5. Main activity

Other activity: rádio, televisão e digital

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Aquisição de serviços de suporte informático ao utilizador final (service desk)

Reference number: RTP-CP 42/2023_EO

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Serviços de suporte informático ao utilizador final (service desk)

II.1.5. Estimated total value

Value excluding VAT: 570 000,00 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: PT17 Área Metropolitana de Lisboa

II.2.4. Description of the procurement

Aquisição de serviços de suporte informático ao utilizador final (service desk)

II.2.5. Award criteria

Criteria below

Cost criterion - Name: Preço / Weighting: 100

II.2.6. Estimated value

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

2 renovações por períodos de 12 meses

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: no

IV.2. Administrative information

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

Date: 05/01/2024 Local time: 18:00

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: 08/01/2024 Local time: 10:00

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: Rádio e Televisão de Portugal, S.A.
Postal address: Av. Marechal Gomes da Costa, 37
Town: Lisboa
Postal code: 1849-030
Country: Portugal
E-mail: compras@rtp.pt

VI.5. Date of dispatch of this notice

05/12/2023