

**Portugal-Ponta Delgada: Technical computer support services**  
**OJ S 247/2023 22/12/2023**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: EDA - Electricidade dos Açores, S. A.

National registration number: 512012032

Postal address: Rua Francisco Pereira Ataíde nº 1

Town: PONTA DELGADA

NUTS code: PT200 Região Autónoma dos Açores

Postal code: 9504 535

Country: Portugal

E-mail: [eda@eda.pt](mailto:eda@eda.pt)

**Internet address(es):**

Main address: [www.eda.pt](http://www.eda.pt)

**I.6. Main activity**

Electricity

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**Section II: Object**

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

**II.1.1. Title**

SERVIÇOS DE ATENDIMENTO E SUPORTE AO UTILIZADOR (SERVICE DESK)

Reference number: 23CPI\_SI-SERVICEDESK

**II.1.2. Main CPV code**

72611000 Technical computer support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

SERVIÇOS DE ATENDIMENTO E SUPORTE AO UTILIZADOR (SERVICE DESK)

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 750 000,00 EUR

**II.2. Description**

**II.2.3. Place of performance**

NUTS code: PT200 Região Autónoma dos Açores

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

SERVIÇOS DE ATENDIMENTO E SUPORTE AO UTILIZADOR (SERVICE DESK)

#### **II.2.5. Award criteria**

Quality criterion - Name: Experiência Profissional dos Recursos Humanos a afetar ao CONTRATO / Weighting: 30

Quality criterion - Name: Certificação de Recursos Humanos a afetar ao CONTRATO / Weighting: 10

Cost criterion - Name: Preço Total da PROPOSTA / Weighting: 60

#### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 158-501500](#)

##### **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 periodic indicative notice**

### **Section V: Award of contract**

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#### **Title:**

SERVIÇOS DE ATENDIMENTO E SUPORTE AO UTILIZADOR (SERVICE DESK)

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

18/12/2023

##### **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: Pamafe Informatica, Lda

Postal address: Rua do Crasto, 194

Town: Porto

NUTS code: PT11 Norte

Postal code: 4150-241

Country: Portugal

E-mail: [info@pamafe.pt](mailto:info@pamafe.pt)

Internet address: [www.pamafe.pt](http://www.pamafe.pt)

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 750 000,00 EUR

Total value of the contract/lot: 538 601,94 EUR

**V.2.5. Information about subcontracting**

**V.2.6. Price paid for bargain purchases**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Conselho de Administração

Postal address: Rua Francisco Pereira Ataíde nº 1

Town: PONTA DELGADA

Postal code: 9504 535

Country: Portugal

E-mail: [eda@eda.pt](mailto:eda@eda.pt)

**VI.5. Date of dispatch of this notice**

18/12/2023