

Italy-Udine: Telephone operator services
OJ S 10/2024 15/01/2024
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: ARCS - AZIENDA REGIONALE DI COORDINAMENTO PER LA SALUTE

Postal address: Via Pozzuolo, 330

Town: Udine

NUTS code: ITH4 Friuli-Venezia Giulia

Postal code: 33100

Country: Italy

E-mail: elena.pitton@arcs.sanita.fvg.it

Internet address(es):

Main address: <https://eappalti.regione.fvg.it>

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ID21SER051. GARA EUROPEA SERVIZI CALL CENTER

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

ID21SER051. GARA EUROPEA SERVIZI CALL CENTER

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 14 155 600,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITH4 Friuli-Venezia Giulia

Main site or place of performance: aziende del SSR FVG

II.2.4. Description of the procurement

ID21SER051 GARA EUROPEA SERVIZI CALL CENTER

II.2.5. Award criteria

Quality criterion - Name: QUALITA' / Weighting: 80

Price - Weighting: 20

II.2.11. Information about options

Options: yes

Description of options:

€ 32.810.250,00

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

determinazione di aggiudicazione n. 732 del 30/11/2023

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 147-421133](#)

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 prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

30/11/2023

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: TELEVITA SPA

Town: TRIESTE

NUTS code: IT Italia

Country: Italy

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: TESAN TELEVITA SRL

Town: TRIESTE

NUTS code: IT Italia

Country: Italy

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: CONFINI Impresa Sociale Società Cooperativa Sociale

Town: TRIESTE

NUTS code: IT Italia

Country: Italy

The contractor is an SME: no

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

Total value of the contract/lot: 14 155 600,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

per ulteriori informazioni si rimanda all'Allegato scaricabile al seguente indirizzo:

<https://albopretorio.regione.fvg.it/ap/download/docpa?tipoAtto=ALBO&idAtto=8422117&idAllegato=a2&par4=A00417>

VI.4. Procedures for review

VI.4.1. Review body

Official name: T.A.R. FVG

Town: TRIESTE

Country: Italy

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

entro 30 giorni

VI.5. Date of dispatch of this notice

10/01/2024