

Italy-Forlì: Call centre
OJ S 17/2023 24/01/2023
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Alea Ambiente SpA
National registration number: 2018/S 202-459886
Postal address: Via I. Golfarelli, 123
Town: Forlì
NUTS code: ITH58 Forlì-Cesena
Postal code: 47122
Country: Italy
E-mail: acquisti@alea-ambiente.it
Internet address(es):
Main address: <http://alea-ambiente.it/>
Address of the buyer profile: <https://gare.alea-ambiente.it/PortaleAppalti>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://gare.alea-ambiente.it/PortaleAppalti>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://gare.alea-ambiente.it/PortaleAppalti>
Tenders or requests to participate must be submitted to the following address:
Official name: Alea Ambiente SpA
Postal address: Via Golfarelli 123
Town: FORLÌ
Postal code: 47122
Country: Italy
Telephone: +39 543784711
E-mail: acquisti@alea-ambiente.it
NUTS code: ITH58 Forlì-Cesena
Internet address(es):
Main address: <https://gare.alea-ambiente.it/PortaleAppalti>

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

Servizio di contact center

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio di contact center

II.1.5. Estimated total value

Value excluding VAT: 626 400,00 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: IT Italia

NUTS code: ITH Nord-Est

NUTS code: ITH58 Forlì-Cesena

Main site or place of performance: Forlì

II.2.4. Description of the procurement

Servizio di contact center

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

Value excluding VAT: 626 400,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Durata del rinnovo 24 mesi opzione rinnovo riservata alla stazione appaltante

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Proroga tecnica

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Clausola sociale di cui al modello allegato ai documenti di gara

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: 28/02/2023 Local time: 12:00

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

Italian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 01/03/2023 Local time: 11:00

Place:

Alea Ambiente spa

Information about authorised persons and opening procedure: I concorrenti assistono alle operazioni di gara collegandosi alla piattaforma e consultando la sezione "espletamento della gara". La stazione appaltante si riserva di modificare luogo e data delle aperture delle offerte previa comunicazione scritta agli offerenti.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Per quanto qui non stabilito si rinvia alla documentazione di gara completa scaricabile dal profilo della committente.

Responsabile del Procedimento: Direttore Tecnico dott. Gianluca Tapparini

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunale Amministrativo dell'Emilia-Romagna

Postal address: Via M. d'Azeglio, 54

Town: Bologna

Postal code: 40125

Country: Italy

Telephone: +39 0514293101

Internet address: www.giustizia-amministrativa.it

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunale Amministrativo dell'Emilia-Romagna

Postal address: Via M. d'Azeglio, 54

Town: Bologna

Postal code: 40125

Country: Italy

Telephone: +39 0514293101

Internet address: www.giustizia-amministrativa.it

VI.5. Date of dispatch of this notice

19/01/2023