

**Italy-Turin: Telephone operator services**  
**OJ S 34/2020 18/02/2020**  
**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: Società Metropolitana Acque Torino S.p.A.

Postal address: Corso XI Febbraio 14

Town: Torino

NUTS code: ITC11 Torino

Postal code: 10152

Country: Italy

E-mail: [info@smatorino.it](mailto:info@smatorino.it)

Telephone: +39 0114645111

Fax: +39 0114365575

**Internet address(es):**

Main address: [www.smatorino.it](http://www.smatorino.it)

Address of the buyer profile: [www.smatorino.it](http://www.smatorino.it)

**I.6. Main activity**

Water

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**Section II: Object**

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

**II.1.1. Title**

Servizio di call center per gli utenti di SMA Torino S.p.A. (Rif. APP\_86/2019)

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Procedura aperta ai sensi dell'art. 60 del D.Lgs. 50/2016, gestita integralmente con modalità telematica, per l'affidamento del servizio di call center per gli utenti di SMAT.

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 982 739,26 EUR

**II.2. Description**

### **II.2.3. Place of performance**

NUTS code: ITC11 Torino

Main site or place of performance: Città metropolitana di Torino.

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

L'appalto concerne la gestione completa del call center già attivo.

Il codice identificativo della gara (CIG) è il seguente: 80167585FB.

Responsabile del procedimento: dott. Alessandro Peroni.

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

Quality criterion - Name: Offerta tecnica / Weighting: 70

Price - Weighting: 30

### **II.2.11. Information about options**

Options: yes

Description of options:

Secondo quanto meglio descritto nel disciplinare di gara.

### **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: yes

### **IV.2. Administrative information**

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

Notice number in the OJ S: [2019/S 184-449375](#)

#### **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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**Contract No:** 1

**Title:**

Servizio di call center per gli utenti di SMA Torino S.p.A. (Rif. APP\_86/2019)

A contract/lot is awarded: yes

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

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

29/01/2020

### **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: Global Target S.r.l.

Postal address: Corso Trapani 193

Town: Torino

NUTS code: ITC11 Torino

Postal code: 10141

Country: Italy

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 328 000,00 EUR

Total value of the contract/lot: 982 739,26 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: Tribunale amministrativo regionale per il Piemonte

Postal address: Corso Stati Uniti 45

Town: Torino

Postal code: 10129

Country: Italy

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

13/02/2020