

102327-2026 - Competition

Italy – Telephone operator services – S10_Servizio di contact-center integrato multicanale
OJ S 30/2026 12/02/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Azienda Trasporti Milanesi

Email: responsabileacquisti@atm.it

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: S10_Servizio di contact-center integrato multicanale

Description: Servizio di contact-center integrato multicanale

Procedure identifier: 4e486e56-84fe-4a34-81fa-0fc718638200

Internal identifier: 4d21de41-d666-430a-836e-ddf7c489a64c@1088-G-3478

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

2.1.2. Place of performance

Country subdivision (NUTS): Milano (ITC4C)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 4 198 750,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/EU

Applicable cross-border law: non applicabile

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: S10_Servizio di contact-center integrato multicanale

Description: Servizio di contact-center integrato multicanale

Internal identifier: 4d21de41-d666-430a-836e-ddf7c489a64c@1088-G-3478/LOT-0001

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

5.1.2. Place of performance

Country subdivision (NUTS): Milano (ITC4C)

Country: Italy

5.1.3. Estimated duration

Start date: 02/11/2026

Duration end date: 30/04/2029

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 4 198 750,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: <https://atmspa.tuttogare.it/gare/dettaglio.php?codice=3478>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://atmspa.tuttogare.it/backend/gare/panel.php?codice=3478>

Languages in which tenders or requests to participate may be submitted: Italian

Electronic catalogue: Not allowed

Description of the financial guarantee: Come indicato nel disciplinare di gara

Deadline for receipt of tenders: 04/03/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 06/03/2026 09:30:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: Prestazione di servizi

Financial arrangement: Non applicabile

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Azienda Trasporti Milanesi

Information about review deadlines: ATM

Organisation providing additional information about the procurement procedure: Azienda Trasporti Milanesi

Organisation providing more information on the review procedures: Azienda Trasporti Milanesi

8. Organisations**8.1. ORG-0001**

Official name: Azienda Trasporti Milanesi

Registration number: 97230720159

Postal address: Foro Buonaparte 61

Town: Milano

Postcode: 20121

Country subdivision (NUTS): Milano (ITC4C)

Country: Italy

Contact point: Corinne Mazzocco

Email: responsabileacquisti@atm.it

Telephone: 0248037617

Internet address: <http://www.atm.it>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 4e486e56-84fe-4a34-81fa-0fc718638200 - 02

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