

Italy-Parma: Telephone operator services
OJ S 42/2022 01/03/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: COMUNE DI PARMA

National registration number: Z000

Town: PARMA

NUTS code: ITH52 Parma

Postal code: 43121

Country: Italy

Contact person: ALESSANDRO CANTELLI

E-mail: a.cantelli@comune.parma.it

Telephone: +39 0521031891

Internet address(es):

Main address: <https://www.comune.parma.it/homepage.aspx>

Address of the buyer profile: https://www.comune.parma.it/comune/Atti-e-Bandi/Gare-di-Appalto-2_m1016.aspx

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Procedura aperta, suddivisa in lotti, per l'affidamento in outsourcing del servizio di contact center multicanale (Lotto 1) e dei servizi integrati di telecomunicazioni (Lotto2)

Reference number: 2776

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Procedura aperta, suddivisa in lotti, per l'affidamento in outsourcing del servizio di contact center multicanale (Lotto 1_CIG 8924959528) e dei servizi integrati di telecomunicazioni per la

gestione, manutenzione ed aggiornamento dell'infrastruttura telefonica privata e di rete dati, incluso il presidio tecnico, (Lotto 2_CIG 89249605FB) per la durata di anni tre con possibilità di rinnovo per ulteriori due anni e proroga semestrale

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 1 802 459,02 EUR

II.2. Description

II.2.1. Title

Affidamento in outsourcing del servizio di contact center multicanale (Lotto 1_CIG 8924959528)

Lot No: 1

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: ITH52 Parma

Main site or place of performance: PARMA

II.2.4. Description of the procurement

Affidamento in outsourcing del servizio di contact center multicanale (Lotto 1_CIG 8924959528)

II.2.5. Award criteria

Quality criterion - Name: vedi criteri indicati nel disciplinari / Weighting: 80

Price - Weighting: 20

II.2.11. Information about options

Options: yes

Description of options:

Opzioni:

1) proroga semestrale (importo € 150.409,84) finalizzata alla conclusione della procedura relativa ad un nuovo affidamento.

2) Il contratto di appalto potrà essere modificato, senza una nuova procedura di affidamento, ai sensi dell'art. 106, comma 1, lett. a) del D.lgs. 50/2016 e s.m.i., nel caso descritto dal relativo Progetto di gara per un totale di € 72.000,00 per il Lotto 1).

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

II.2. Description

II.2.1. Title

servizi integrati di telecomunicazioni per la gestione, manutenzione ed aggiornamento dell'infrastruttura telefonica privata e di rete dati, incluso il presidio tecnico, (Lotto 2_CIG 89249605FB)

Lot No: 2

II.2.2. Additional CPV code(s)

64227000 Integrated telecommunications services

II.2.3. Place of performance

NUTS code: ITH52 Parma

Main site or place of performance: PARMA

II.2.4. Description of the procurement

Affidamento dei servizi integrati di telecomunicazioni per la gestione, manutenzione ed aggiornamento dell'infrastruttura telefonica privata e di rete dati, incluso il presidio tecnico, (Lotto 2_CIG 89249605FB)

II.2.5. Award criteria

Quality criterion - Name: vedi criteri indicati nel disciplinare / Weighting: 70

Price - Weighting: 30

II.2.11. Information about options

Options: yes

Description of options:

Opzioni:

1) proroga semestrale (importo € 150.000,00) finalizzata alla conclusione della procedura relativa ad un nuovo affidamento.

2) Il contratto di appalto potrà essere modificato, senza una nuova procedura di affidamento, ai sensi dell'art. 106, comma 1, lett. a) del D.Lgs. n. 50/2016 e s.m.i., nel caso descritto dal relativo Progetto di gara per un totale di: € 280.500,00 per il Lotto 2).

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

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: [2021/S 230-605019](#)

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

Contract No: 327/2022

Lot No: 1

Title:

Affidamento in outsourcing del servizio di contact center multicanale (Lotto 1_CIG 8924959528)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/02/2022

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: BT ENIA TELECOMUNICAZIONI SPA

National registration number: Z000

Town: PARMA

NUTS code: ITH52 Parma

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: 1 726 508,20 EUR

Total value of the contract/lot: 848 311,48 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section V: Award of contract

Contract No: 827

Lot No: 2

Title:

servizi integrati di telecomunicazioni per la gestione, manutenzione ed aggiornamento dell'infrastruttura telefonica privata e di rete dati, incluso il presidio tecnico, (Lotto 2_CIG 89249605FB)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/02/2022

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: BT ENIA TELECOMUNICAZIONI SPA

National registration number: Z000

Town: PARMA

NUTS code: ITH52 Parma

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: 1 930 500,00 EUR

Total value of the contract/lot: 865 142,50 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section VI: Complementary information

VI.3. Additional information**VI.4. Procedures for review****VI.4.1. Review body**

Official name: TRIBUNALE AMMINISTRATIVO REGIONALE STAZIONE STACCATA DI PARMA

Town: PARMA

Country: Italy

VI.5. Date of dispatch of this notice

24/02/2022