

Italy-Forlì: Call centre
OJ S 48/2020 09/03/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Alea Ambiente S.p.A.

National registration number: 2018/S 202-459886

Postal address: Piazza Aurelio Saffi 8

Town: Forlì

NUTS code: ITH58 Forlì-Cesena

Postal code: 47121

Country: Italy

E-mail: acquisti@alea-ambiente.it

Internet address(es):

Main address: <http://alea-ambiente.it/>

Address of the buyer profile: <http://alea-ambiente.it/gare-e-fornitori/>

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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 340 272,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITH58 Forlì-Cesena

II.2.4. Description of the procurement

Servizio di contact center.

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

Proroga di 12 mesi complessivi riservata alla stazione appaltante.

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2019/S 036-081430](#)

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

Title:

Servizio di contact center

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

27/09/2019

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: e-Digital Services S.r.l.
Postal address: Via U. Poli 4
Town: Zola Predosa
NUTS code: ITH55 Bologna
Postal code: 40069
Country: Italy
E-mail: edigitalservices@pec.manutencoop
Telephone: +39 513518444
Fax: +39 516166807
The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 448 800,00 EUR
Total value of the contract/lot: 340 272,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Per quanto qui non stabilito si rinvia alla documentazione di gara completa scaricabile dal profilo di committente.
Responsabile del procedimento: direttore generale, dott. Paolo Contò

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunale amministrativo regionale dell'Emilia-Romagna
Postal address: Strada Maggiore 53
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 regionale dell'Emilia-Romagna
Postal address: Strada Maggiore 53
Town: Bologna
Postal code: 40125
Country: Italy
Telephone: +39 0514293101
Internet address: www.giustizia-amministrativa.it

VI.5. Date of dispatch of this notice

05/03/2020