

Italy-Rome: Telephone operator services
OJ S 76/2022 19/04/2022
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Gestore dei Servizi Energetici - GSE SpA

Postal address: Viale Maresciallo Pilsudski, 92

Town: Roma

NUTS code: ITI43 Roma

Postal code: 00197

Country: Italy

E-mail: e.procurement@pec.gse.it

Telephone: +39 0680114672

Fax: +39 0680114645

Internet address(es):

Main address: <http://www.gse.it>

Address of the buyer profile: <https://www.gse.it/bandi-di-gara>

I.6. Main activity

Other activity: Energia

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servizi di contact center per le finalità istituzionali del GSE

Reference number: 18755

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Le attività del servizio di Contact Center consistono nel fornire agli interlocutori del GSE le informazioni sulle modalità di accesso agli incentivi, il supporto nella gestione dei contratti in essere, la promozione della produzione di energia da fonti rinnovabili, dell'efficienza energetica e della mobilità sostenibile.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 14 960 965,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72200000 Software programming and consultancy services

II.2.3. Place of performance

NUTS code: ITI43 Roma

II.2.4. Description of the procurement

Si veda il precedente punto II.1.4.

II.2.5. Award criteria

Quality criterion - Name: Elemento tecnico / Weighting: 70

Cost criterion - Name: Elemento economico / Weighting: 30

II.2.11. Information about options

Options: no

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

Negotiated procedure with prior call for competition

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: [2021/S 154-410304](#)

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

Contract No: 1

Title:

Servizi di contact center per le finalità istituzionali del GSE

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/04/2022

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Comdata SpA

Town: Corsico (MI)

NUTS code: ITC4C Milano

Country: Italy

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 15 000 000,00 EUR

Total value of the contract/lot: 13 789 011,45 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tar Lazio

Postal address: Via Flaminia, 189

Town: Roma

Postal code: 00196

Country: Italy

VI.5. Date of dispatch of this notice

14/04/2022