

235877-2026 - Competition

Italy – Telephone operator services – Servizio di Contact Center di RAP S.p.A.

OJ S 67/2026 07/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: RAP - Risorse Ambiente Palermo SpA

Email: rap.spa@cert.comune.palermo.it

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: Servizio di Contact Center di RAP S.p.A.

Description: Servizio di Contact Center di RAP S.p.A.

Procedure identifier: 9e55adc3-bc45-4c4f-86bf-fbf0988b5e6f

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

Town: PALERMO (PA)

Country subdivision (NUTS): Palermo (ITG12)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 839 215,20 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Servizio di Contact Center di RAP S.p.A.

Description: Servizio di Contact Center di RAP S.p.A.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Options:

Description of the options: Proroga ex art. 120, comma 10, del Codice D. Lgs. n. 36/2023.

Importo massimo del quinto d'obbligo, in caso di variazione in aumento

5.1.2. Place of performance

Town: PALERMO (PA)

Country subdivision (NUTS): Palermo (ITG12)

Country: Italy

5.1.3. Estimated duration

Start date: 01/09/2026

Duration end date: 31/08/2028

5.1.5. Value

Estimated value excluding VAT: 839 215,20 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Price

Description: Ribasso unico sull'importo posto a base di gara

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

Criterion:

Type: Quality

Description: Software di gestione

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 15

Criterion:

Type: Quality

Description: Valutazione del Team

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Esperienza e competenza maturata nell'ultimo biennio

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 15

Criterion:

Type: Quality

Description: Esperienza di gestione Contact Center per bacini di utenza di grandi dimensioni

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Esperienza e competenza nell'attività di Back Office

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazione ISO 18295

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Certificazione ISO 27001

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

5.1.11. Procurement documents

Address of the procurement documents: <https://portaleappalti-rap.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G00482>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://portaleappalti-rap.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G00482>

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

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 07/05/2026 12:00:00 (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: 08/05/2026 10:00:00 (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: Not yet known

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Vedi documentazione di gara

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: RAP - Risorse Ambiente Palermo SpA

Information about review deadlines: 30 giorni

Organisation providing additional information about the procurement procedure: RAP - Risorse Ambiente Palermo SpA

Organisation providing more information on the review procedures: RAP - Risorse Ambiente Palermo SpA

Organisation receiving requests to participate: RAP - Risorse Ambiente Palermo SpA

8. Organisations

8.1. ORG-0001

Official name: RAP - Risorse Ambiente Palermo SpA

Registration number: 06232420825

Postal address: Piazzetta B. Cairoli

Town: PALERMO (PA)

Postcode: 90100

Country subdivision (NUTS): Palermo (ITG12)

Country: Italy

Email: rap.spa@cert.comune.palermo.it

Telephone: 0916491774

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

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