

236873-2026 - Result

Italy – Telephone operator services – AOV SUA-SF 011 2025 SERVIZIO DI GESTIONE DI UN SISTEMA PROVINCIALE CENTRALIZZATO PER LA PRENOTAZIONE, LO SPOSTAMENTO E LA CANCELLAZIONE DI PRESTAZIONI SANITARIE

OJ S 68/2026 08/04/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Agenzia per i contratti pubblici – ACP - Stazione unica appaltante Servizi e forniture

Email: acp.serv-forniture@provincia.bz.it

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

1.1. Buyer

Official name: Azienda Sanitaria dell'Alto Adige

Email: buyer-me@pec.sabes.it

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: AOV SUA-SF 011 2025 SERVIZIO DI GESTIONE DI UN SISTEMA PROVINCIALE CENTRALIZZATO PER LA PRENOTAZIONE, LO SPOSTAMENTO E LA CANCELLAZIONE DI PRESTAZIONI SANITARIE

Description: SERVIZIO DI GESTIONE DI UN SISTEMA PROVINCIALE CENTRALIZZATO PER LA PRENOTAZIONE, LO SPOSTAMENTO E LA CANCELLAZIONE DI PRESTAZIONI SANITARIE COSÌ COME DI RICHIESTE DI INFORMAZIONI NEGLI AMBITI DEL LABORATORIO PRELIEVI E DELLA PREVENZIONE PER L'AZIENDA SANITARIA DELL' ALTO ADIGE

Procedure identifier: 9bf45970-6490-45ec-b8f3-3909cb3f642a

Internal identifier: 054450/2025_1

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): Bolzano-Bozen (ITH10)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 8 770 835,91 EUR

2.1.4. General information

Additional information: RUP: Claudio Marchesi; la gara è bandita in nome e per conto dell' Azienda Sanitaria dell'Alto Adige. L'attività svolta dall'ACP in ordine alla gestione in delega costituisce "attività di committenza ausiliaria". Periodo minimo durante il quale l'offerente è vincolato alla propria offerta: 365 giorni.

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: AOV/SUA-SF 011/2025 SERVIZIO DI GESTIONE DI UN SISTEMA PROVINCIALE CENTRALIZZATO PER LA PRENOTAZIONE, LO SPOSTAMENTO E LA CANCELLAZIONE DI PRESTAZIONI SANITARIE

Description: SERVIZIO DI GESTIONE DI UN SISTEMA PROVINCIALE CENTRALIZZATO PER LA PRENOTAZIONE, LO SPOSTAMENTO E LA CANCELLAZIONE DI PRESTAZIONI SANITARIE COSÌ COME DI RICHIESTE DI INFORMAZIONI NEGLI AMBITI DEL LABORATORIO PRELIEVI E DELLA PREVENZIONE PER L'AZIENDA SANITARIA DELL' ALTO ADIGE

Internal identifier: 054450/2025_1

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): Bolzano-Bozen (ITH10)

Country: Italy

Additional information: vedasi documentazione di gara

5.1.3. Estimated duration

Duration: 1 460 Days

5.1.5. Value

Estimated value excluding VAT: 8 770 835,91 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

Information about previous notices:

Identifier of the previous notice: 511170-2025

5.1.8. Accessibility criteria

Accessibility criteria for persons with disabilities are not included because the procurement is not intended for use by natural persons

5.1.10. Award criteria

Criterion:

Type: Cost

Description: Qualità 70

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

Award criterion number: 70

Criterion:

Type: Cost

Description: Prezzo 30

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

Award criterion number: 30

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: Tribunale Regionale di Giustizia Amministrativa - Sezione Autonoma per la Provincia di Bolzano

Information about review deadlines: I termini per il ricorso: 30 giorni. Obbligatoria l'assistenza di un avvocato.

Organisation providing additional information about the procurement procedure: Agenzia per i contratti pubblici – ACP - Stazione unica appaltante Servizi e forniture

Organisation providing offline access to the procurement documents: Agenzia per i contratti pubblici – ACP - Stazione unica appaltante Servizi e forniture

Organisation providing more information on the review procedures: Tribunale Regionale di Giustizia Amministrativa - Sezione Autonoma per la Provincia di Bolzano

Organisation whose budget is used to pay for the contract: Azienda Sanitaria dell'Alto Adige

Organisation executing the payment: Azienda Sanitaria dell'Alto Adige

6. Results

Value of all contracts awarded in this notice: 4 044 900,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: Sinfotel Gen./Coop.

Tender:

Tender identifier: 1_B7930FE3D2_Offerta_Angebot

Identifier of lot or group of lots: LOT-0001

Value of the tender: 4 044 900,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 1_B7930FE3D2_Contratto_Vertrag

Title: Contratto d'appalto dd. 27.03.2026

Date on which the winner was chosen: 26/01/2026

Date of the conclusion of the contract: 27/03/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders from micro, small or medium tenderers
Number of tenders or requests to participate received: 1
Type of received submissions: Tenders submitted electronically
Number of tenders or requests to participate received: 1
Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer
Number of tenders or requests to participate received: 0

8. Organisations

8.1. ORG-0001

Official name: Agenzia per i contratti pubblici – ACP - Stazione unica appaltante Servizi e forniture

Registration number: 94116410211

Postal address: Via Alto Adige, 50 / Südtirolerstraße 50

Town: Bolzano / Bozen

Postcode: 39100

Country subdivision (NUTS): Bolzano-Bozen (ITH10)

Country: Italy

Contact point: Stazione Unica Appaltante Servizi e Forniture (SUA SF) / Einheitliche Vergabestelle Dienstleistungen und Lieferungen (EVS DL)

Email: acp.serv-forniture@provincia.bz.it

Telephone: +39 0471414010

Internet address: <https://acp.provincia.bz.it/default.asp>

Information exchange endpoint (URL): <https://acp.provincia.bz.it/default.asp>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Tribunale Regionale di Giustizia Amministrativa - Sezione Autonoma per la Provincia di Bolzano

Registration number: bz_ricevimento_ricorsi_cpa@pec.ga-cert.it

Postal address: Via de Medici n. 8 / De Medici Straße Nr. 8

Town: Bolzano / Bozen

Postcode: 39100

Country subdivision (NUTS): Bolzano-Bozen (ITH10)

Country: Italy

Email: trgabz-segrprotocolloamm@ga-cert.it

Telephone: +39 0471319000

Internet address: <http://www.giustizia-amministrativa.it>

Information exchange endpoint (URL): <http://www.giustizia-amministrativa.it>

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: Azienda Sanitaria dell'Alto Adige

Registration number: 00773750211

Town: Bolzano / Bozen
Postcode: 39100
Country subdivision (NUTS): Bolzano-Bozen (ITH10)
Country: Italy
Contact point: RUP Claudio Marchesi
Email: buyer-me@pec.sabes.it
Telephone: +39 0473264820
Internet address: <https://www.asdaa.it/it/home>
Information exchange endpoint (URL): <https://www.asdaa.it/it/home>

Roles of this organisation:

Buyer
Organisation whose budget is used to pay for the contract
Organisation executing the payment

8.1. ORG-0004

Official name: Sinfotel Gen./Coop.
Size of the economic operator: Micro, small, or medium
Registration number: 02372020210
Postal address: HANDWERKERSTR: NR. 26
Town: FELDTHURNS,
Postcode: 39040
Country subdivision (NUTS): Bolzano-Bozen (ITH10)
Country: Italy
Contact point: BRUNNER BRIGITTE
Email: sinfotel@legalmail.it

Roles of this organisation:

Tenderer
Beneficial owner:
Official name: BRIGITTE BRUNNER
Country: Italy

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 9bf45970-6490-45ec-b8f3-3909cb3f642a - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice subtype: 29
Notice dispatch date: 07/04/2026 12:34:28 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: Italian, German
Notice publication number: 236873-2026
OJ S issue number: 68/2026
Publication date: 08/04/2026