

Italy-Rome: Telephone and data transmission services
OJ S 124/2017 01/07/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: RAI — Radiotelevisione Italiana SpA

Postal address: Viale Mazzini 14

Town: Roma

NUTS code: ITI43 Roma

Postal code: 00195

Country: Italy

E-mail: bsf@postacertificata.rai.it

Telephone: +39 0638781

Internet address(es):

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

Address of the buyer profile: <http://www.portaleacquisti.rai.it>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: settore radiotelevisivo

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servizio di contact center — proroga.

Reference number: CIG 699082580

II.1.2. Main CPV code

64210000 Telephone and data transmission services

II.1.3. Type of contract

Services

II.1.4. Short description

Il presente contratto ha ad oggetto la gestione di servizi di contact center aziendale.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 881 524,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: IT Italia

Main site or place of performance: Italia.

II.2.4. Description of the procurement

Il presente contratto ha ad oggetto la gestione di servizi di contact center aziendale.

II.2.5. Award criteria

Price

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

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive

Explanation:

Il contratto viene affidato al fine di garantire il servizio di contact center ed erogare informazioni sul pagamento del canone Rai nelle more dell'espletamento della procedura aperta ai sensi dell'art. 60 del D.lgs. n. 50/2016 per l'affidamento, tramite stipula di un Accordo Quadro, del servizio di contact center — Gara n. 6698681, avviata lo scorso 21.3.2017 con pubblicazione del bando sulla Gazzetta Ufficiale dell'Unione Europea. Il presente contratto viene emesso in continuità con il precedente contratto n. 1163101806, stipulato con BT Italia SpA per il periodo aprile-dicembre 2016.

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.2.8. 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: N. 1173100966

Lot No: 1

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

21/04/2017

V.2.2. Information about tenders

Number of tenders received: 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 Italia SpA

Town: Milano

NUTS code: ITC4C Milano

Country: Italy

The contractor is an SME: no

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

Total value of the contract/lot: 1 881 524,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted Value or proportion likely to be subcontracted to third parties Proportion: 30 %

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: 00198

Country: Italy

Telephone: +39 63328721

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

VI.4.4. Service from which information about the review procedure may be obtained

Official name: TAR Lazio

Postal address: Via Flaminia 189

Town: Roma

Postal code: 00198

Country: Italy

Telephone: +39 63328721

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

VI.5. Date of dispatch of this notice

27/06/2017