

271742-2026 - Result

Malta – Telephone-answering services – Negotiated Procedure for the Provision of Multi-Channel Contact Centre Operations for Servizz.gov Agency

OJ S 77/2026 21/04/2026

Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Servizz.gov Agency

Email: contracts.servizzgov@gov.mt

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Negotiated Procedure for the Provision of Multi-Channel Contact Centre Operations for Servizz.gov Agency

Description: Negotiated Procedure for the Provision of Multi-Channel Contact Centre Operations for Servizz.gov Agency

Procedure identifier: 771a5793-6a86-4c57-a56f-7ad87b64ea39

Type of procedure: Negotiated without prior call for competition

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79511000 Telephone operator services, 79512000 Call centre, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 79342300 Customer services

2.1.2. Place of performance

Country subdivision (NUTS): Malta (MT001)

Country: Malta

2.1.3. Value

Estimated value excluding VAT: 3 700 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Negotiated Procedure for the Provision of Multi-Channel Contact Centre Operations for Servizz.gov Agency

Description: Negotiated Procedure for the Provision of Multi-Channel Contact Centre Operations for Servizz.gov Agency

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

Additional classification (cpv): 79511000 Telephone operator services, 79512000 Call centre, 72253000 Helpdesk and support services, 72253100 Helpdesk services, 79342300 Customer services

5.1.2. Place of performance

Country subdivision (NUTS): Malta (MT001)

Country: Malta

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 3 700 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Price

Description: Price

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

Award criterion number: 100

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: Public Contracts Review Board

Information about review deadlines: 0

Organisation providing offline access to the procurement documents: Servizz.gov Agency

6. Results

Value of all contracts awarded in this notice: 3 760 507,40 EUR

Direct award

:

Justification for direct award: Extreme urgency brought about by events unforeseeable for the buyer

Other justification: Regulation 154 (1) (c) of the Public Procurement Regulations S.L 601.03

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: Centrecom

Tender:

Tender identifier: 000239806

Identifier of lot or group of lots: LOT-0001

Value of the tender: 3 760 507,40 EUR

Subcontracting: No

Contract information:

Identifier of the contract: 135257021

Information about European Union funds:

Identifier of EU funds: 0

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Requests to participate

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 3 760 507,40 EUR

Value of the highest admissible tender: 3 760 507,40 EUR

8. Organisations

8.1. ORG-0001

Official name: Servizz.gov Agency

Registration number: S.L.595.19

Department: Servizz.gov Agency

Postal address: Victoria Centre, Level 2, Valletta Road

Town: Mosta

Postcode: MST 9012

Country subdivision (NUTS): Malta (MT001)

Country: Malta

Email: contracts.servizzgov@gov.mt

Telephone: +356 23164100

Roles of this organisation:

Buyer

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: Centrecom

Size of the economic operator: Large

Registration number: C38299

Department: N/A

Postal address: Unit F11, Level 2, Mosta Technopark

Town: Mosta

Postcode: MST3000

Country subdivision (NUTS): Malta (MT001)

Country: Malta

Email: info@centrecom.eu

Telephone: +356 23644000

Fax: +356 21251473

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0003

Official name: Public Contracts Review Board

Registration number: TBD

Department: Ministry for Finance and Employment

Postal address: Notre Dame Ditch

Town: Floriana

Postcode: FRN 1601

Country subdivision (NUTS): Malta (MT001)

Country: Malta

Email: info.pcrb@gov.mt

Telephone: +356 2139095

Roles of this organisation:

Review organisation

8.1. ORG-0004

Official name: European Dynamics S.A.

Registration number: 002024901000

Department: European Dynamics S.A.

Town: Athens

Postcode: 15125

Country subdivision (NUTS): Βόρειος Τομέας Αθηνών (EL301)

Country: Greece

Email: eproc-esender@eurodyn.com

Telephone: +30 2108094500

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 99593806-511c-4c2c-944a-2ed89ea7bcf9 - 01

Form type: Result

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