

## 284123-2026 - Result

Italy – Telephone operator services – Procedura aperta europea per l'affidamento del servizio di call center della Sezione regionale del Veneto dell'Albo dei gestori ambientali e servizio di supporto al centralino della Camera di commercio Venezia Rovigo.

OJ S 80/2026 24/04/2026

Contract or concession award notice – standard regime  
Services

### 1. Buyer

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#### 1.1. Buyer

Official name: TecnoServiceCamere - CCIAA

Email: [gare.tecnoservicecamere@legalmail.it](mailto:gare.tecnoservicecamere@legalmail.it)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

### 2. Procedure

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#### 2.1. Procedure

Title: Procedura aperta europea per l'affidamento del servizio di call center della Sezione regionale del Veneto dell'Albo dei gestori ambientali e servizio di supporto al centralino della Camera di commercio Venezia Rovigo.

Description: Procedura aperta europea per l'affidamento del servizio di call center della Sezione regionale del Veneto dell'Albo dei gestori ambientali e servizio di supporto al centralino della Camera di commercio Venezia Rovigo.

Procedure identifier: 3f5b4009-5da0-4696-b312-b525414799b3

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: VENEZIA (VE)

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

##### 2.1.3. Value

Estimated value excluding VAT: 532 800,00 EUR

##### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

### 5. Lot

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#### 5.1. Lot: LOT-0001

Title: Procedura aperta europea per l'affidamento del servizio di call center della Sezione regionale del Veneto dell'Albo dei gestori ambientali e servizio di supporto al centralino della Camera di commercio Venezia Rovigo.

Description: Procedura aperta europea per l'affidamento del servizio di call center della Sezione regionale del Veneto dell'Albo dei gestori ambientali e servizio di supporto al centralino della Camera di commercio Venezia Rovigo.

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

##### **Options:**

Description of the options: opzione di proroga tecnica per 6 mesi e quinto d'obbligo

#### **5.1.2. Place of performance**

Town: VENEZIA (VE)

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

#### **5.1.4. Renewal**

Maximum renewals: 1

Other information about renewals: opzione di rinnovo per 12 mesi

#### **5.1.5. Value**

Estimated value excluding VAT: 532 800,00 EUR

#### **5.1.6. General information**

Procurement Project not financed with EU Funds.

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

#### **5.1.10. Award criteria**

##### **Criterion:**

Type: Quality

Description: Progetto tecnico

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

Award criterion number: 40

##### **Criterion:**

Type: Quality

Description: Programma di inserimento lavorativo di persone svantaggiate

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

Award criterion number: 40

##### **Criterion:**

Type: Price

Description: Ribasso offerto

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

Award criterion number: 20

Category of award threshold criterion: Minimum score

Award criterion number: 0

#### **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: Tar Piemonte

Organisation providing additional information about the procurement procedure:

TecnoServiceCamere - CCIAA

Organisation providing more information on the review procedures: TecnoServiceCamere - CCIAA

## 6. Results

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Value of all contracts awarded in this notice: 292 566,40 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: GIOTTO COOPERATIVA SOCIALE

##### Tender:

Tender identifier: 3

Identifier of lot or group of lots: LOT-0001

Value of the tender: 292 566,40 EUR

Subcontracting: Not yet known

##### Contract information:

Identifier of the contract: G05824

Date on which the winner was chosen: 17/04/2026

Date of the conclusion of the contract: 17/04/2026

#### 6.1.4. Statistical information

##### Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

## 8. Organisations

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### 8.1. ORG-0001

Official name: TecnoServiceCamere - CCIAA

Registration number: 04786421000

Postal address: via Perugia n. 62

Town: TORINO (TO)

Postcode: 10152

Country subdivision (NUTS): Torino (ITC11)

Country: Italy

Email: [gare.tecnoservicecamere@legalmail.it](mailto:gare.tecnoservicecamere@legalmail.it)

Telephone: 011 2441811

Fax: 011 850061

##### Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

### 8.1. ORG-0002

Official name: Tar Piemonte  
Registration number: 96574140016  
Postal address: Via Confienza n. 10  
Town: TORINO (TO)  
Postcode: 10100  
Country subdivision (NUTS): Torino (ITC11)  
Country: Italy  
Email: [tarto-segrprotocolloamm@ga-cert.it](mailto:tarto-segrprotocolloamm@ga-cert.it)  
Telephone: +390115576413  
Fax: +390115576401  
Internet address: <https://www.giustizia-amministrativa.it/>

**Roles of this organisation:**

Review organisation

### 8.1. ORG-0003

Official name: GIOTTO COOPERATIVA SOCIALE  
Registration number: 00246620280  
Postal address: VIA VIGONOVESE n. 111  
Town: PADOVA (PD)  
Postcode: 35127  
Country subdivision (NUTS): Padova (ITH36)  
Country: Italy  
Email: [coopgiotto@legalmail.it](mailto:coopgiotto@legalmail.it)  
Telephone: 0498705451  
Fax: 049761157  
Internet address: [www.coopgiotto.org](http://www.coopgiotto.org)

**Roles of this organisation:**

Tenderer

**Winner of these lots: LOT-0001**

## Notice information

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Notice identifier/version: 6b11695b-3636-444d-9f5e-65974513ee61 - 01  
Form type: Result  
Notice type: Contract or concession award notice – standard regime  
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