

284973-2026 - Result

Greece – Telephone-answering services – Υποστήριξη του ΕΚΚΑ στην άμεση τηλεφωνική παροχή βοήθειας/υποστήριξης

OJ S 81/2026 27/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ΕΠΙΤΕΛΙΚΗ ΔΟΜΗ ΕΣΠΑ ΥΚΟΙΣΟ

Email: chfloros@mou.gr

Legal type of the buyer: Central government authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Υποστήριξη του ΕΚΚΑ στην άμεση τηλεφωνική παροχή βοήθειας/υποστήριξης

Description: Υποστήριξη του ΕΚΚΑ στην άμεση τηλεφωνική παροχή βοήθειας/υποστήριξης

Procedure identifier: 39dbfea8-9118-4068-96a1-5eed9538f53

Previous notice: 731725-2025

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

2.1.2. Place of performance

Country subdivision (NUTS): Κεντρικός Τομέας Αθηνών (EL303)

Country: Greece

2.1.3. Value

Estimated value excluding VAT: 403 200,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Υποστήριξη του ΕΚΚΑ στην άμεση τηλεφωνική παροχή βοήθειας/υποστήριξης

Description: Υποστήριξη του ΕΚΚΑ στην άμεση τηλεφωνική παροχή βοήθειας/υποστήριξης

Internal identifier: ΥΠΟΕΡΓΟ 5 - CHILD GUARANTEE

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79510000 Telephone-answering services

5.1.2. Place of performance

Country subdivision (NUTS): Κεντρικός Τομέας Αθηνών (EL303)

Country: Greece

5.1.3. Estimated duration

Duration: 24 Months

5.1.5. Value

Estimated value excluding VAT: 403 200,00 EUR

5.1.6. General information

Procurement Project fully or partially financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: ΣΧΕΣΗ ΠΟΙΟΤΗΤΑΣ ΤΙΜΗΣ

Description of the method to be used if weighting cannot be expressed by criteria: ΣΧΕΣΗ ΠΟΙΟΤΗΤΑΣ ΤΙΜΗΣ

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: ΕΝΙΑΙΑ ΑΡΧΗ ΔΗΜΟΣΙΩΝ ΣΥΜΒΑΣΕΩΝ

Information about review deadlines: Όπως προβλέπεται στη διακήρυξη

Organisation providing more information on the review procedures: ΕΝΙΑΙΑ ΑΡΧΗ ΔΗΜΟΣΙΩΝ ΣΥΜΒΑΣΕΩΝ

Organisation signing the contract: ΕΠΙΤΕΛΙΚΗ ΔΟΜΗ ΕΣΠΑ ΥΚΟΙΣΟ

6. Results

Value of all contracts awarded in this notice: 381 600,00 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: ΒΕΝΕΤΙΑ ΣΙΑΣΤΑΘΗ & ΣΙΑ ΟΕ "ΕΡΕΙΣΜΑ"

Tender:

Tender identifier: ΠΡΟΣΦΟΡΑ ΚΕΚ ΕΡΕΙΣΜΑ

Identifier of lot or group of lots: LOT-0001

Value of the tender: 381 600,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

Subcontracting: No

Contract information:

Identifier of the contract: ΣΥΜΒΑΣΗ ΚΕΚ ΕΠΕΙΣΜΑ

Date of the conclusion of the contract: 23/04/2026

Information about European Union funds:

Name of EU-financed project or programme: European Social Fund Plus (ESF+) (2021/2027)

Identifier of EU funds: 6010660

Organisation signing the contract: ΕΠΙΤΕΛΙΚΗ ΔΟΜΗ ΕΣΠΑ ΥΚΟΙΣΟ

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

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 from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

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

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: ΕΠΙΤΕΛΙΚΗ ΔΟΜΗ ΕΣΠΑ ΥΚΟΙΣΟ

Registration number: 1034.0000000000.000.1

Postal address: ΑΕΡΟΠΟΡΟΥ ΠΑΠΑΝΑΣΤΑΣΙΟΥ 34

Town: ΑΘΗΝΑ

Postcode: 11527

Country subdivision (NUTS): Κεντρικός Τομέας Αθηνών (EL303)

Country: Greece

Contact point: ΧΑΡΑΛΑΜΠΟΣ ΦΛΩΡΟΣ

Email: chfloros@mou.gr

Telephone: +302105271331

Fax: +302105271331

Roles of this organisation:

Buyer

Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

Organisation signing the contract

8.1. ORG-0003

Official name: ΕΝΙΑΙΑ ΑΡΧΗ ΔΗΜΟΣΙΩΝ ΣΥΜΒΑΣΕΩΝ

Registration number: 1000.E00961.0001

Postal address: ΔΩΡΟΥ 7-9

Town: ΑΘΗΝΑ

Postcode: 10431

Country subdivision (NUTS): Κεντρικός Τομέας Αθηνών (EL303)

Country: Greece

Email: grafeioproedrou@aepp-procurement.gr

Telephone: +302132141227

Fax: +302132141227

Internet address: www.aepp-procurement.gr

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0004

Official name: ΒΕΝΕΤΙΑ ΣΙΑΣΤΑΘΗ & ΣΙΑ ΟΕ "ΕΡΕΙΣΜΑ"

Size of the economic operator: Micro

Registration number: 998833960

Postal address: ΚΑΠΟΔΙΣΤΡΙΟΥ 96-98

Town: ΠΑΤΡΑ

Postcode: 26224

Country subdivision (NUTS): Αχαΐα (EL632)

Country: Greece

Contact point: ΒΕΝΕΤΙΑ ΣΙΑΣΤΑΘΗ

Email: info@ereisma.com.gr

Telephone: +302610209509

Fax: +302610209509

Internet address: www.ereisma.com.gr

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 49bc3476-a1c7-4003-a48d-417309d4c891 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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