

297845-2026 - Result

Italy – Telephone operator services – Procedura aperta per affidamento servizi di contact center
OJ S 84/2026 30/04/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Ecoambiente S.r.l

Email: ecoambiente.rovigo@legalmail.it

Legal type of the buyer: Public undertaking, controlled by a local authority

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: Procedura aperta per affidamento servizi di contact center

Description: Procedura aperta per affidamento servizi di contact center

Procedure identifier: 4a4c456f-f8f8-4791-93e1-7cd27fb33276

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: ROVIGO (RO)

Country subdivision (NUTS): Rovigo (ITH37)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 782 082,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: Procedura aperta per affidamento servizi di contact center

Description: Procedura aperta per affidamento servizi di contact center

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Options:

Description of the options: VARIAZIONE FINO A CONCORRENZA DEL QUINTO DELL'IMPORTO CONTRATTUALE

5.1.2. Place of performance

Town: ROVIGO (RO)

Country subdivision (NUTS): Rovigo (ITH37)

Country: Italy

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: OPZIONI DI PROROGA DEL CONTRATTO PER ULTERIORI 18 MESI

5.1.5. Value

Estimated value excluding VAT: 782 082,00 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: Quality

Description: CV Responsabile Operativo CV Vice-Responsabile Operativo CV Responsabile Informatico

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

Award criterion number: 15

Criterion:

Type: Quality

Description: Certificazioni

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

Award criterion number: 15

Criterion:

Type: Price

Description: Ribasso sull'importo unitario a base di gara

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

Award criterion number: 25

Criterion:

Type: Quality

Description: Relazione tecnica

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

Award criterion number: 35

Criterion:

Type: Quality

Description: Qualità e completezza ipertesto

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

Award criterion number: 10

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 Veneto

Information about review deadlines: 30 GIORNI

Organisation providing additional information about the procurement procedure: Ecoambiente S.r.l

Organisation providing more information on the review procedures: Ecoambiente S.r.l

6. Results

6.1. Result lot identifier: LOT-0001

Winner selection status: No winner was chosen and the competition is closed.

The reason why a winner was not chosen: Decision of the buyer, because of a change in needs

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 0

8. Organisations

8.1. ORG-0001

Official name: Ecoambiente S.r.l

Registration number: 01452670290

Postal address: Viale delle industrie n. 53/a

Town: ROVIGO (RO)

Postcode: 45100

Country subdivision (NUTS): Rovigo (ITH37)

Country: Italy

Email: ecoambiente.rovigo@legalmail.it

Telephone: 042528878

Internet address: <https://ecoambienterovigo.it>

Buyer profile: www.ecoambienterovigo.it

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 Veneto

Registration number: 80010140277

Postal address: Cannaregio n. 2277/78

Town: VENEZIA (VE)

Postcode: 30100

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

Email: tarve-segrprotocolloamm@ga-cert.it

Telephone: 0412403911

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

Roles of this organisation:

Review organisation

Notice information

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