

**Italy-Milan: Telephone operator services**  
**OJ S 136/2020 16/07/2020**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: A2A SpA  
Postal address: corso di Porta Vittoria 4  
Town: Milano  
NUTS code: ITC4C Milano  
Postal code: 20122  
Country: Italy  
Contact person: A2A SpA  
E-mail: [ael.gestionegare@a2a.eu](mailto:ael.gestionegare@a2a.eu)  
**Internet address(es):**  
Main address: [www.a2a.eu](http://www.a2a.eu)  
Address of the buyer profile: [www.a2a.eu](http://www.a2a.eu)

**I.6. Main activity**

Electricity

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

Gara 063/2019 — Gestione dei contatti dei clienti e pratiche di back office delle società del gruppo A2A.

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Gestione dei contatti dei clienti e pratiche di back office delle società del gruppo A2A.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 7 800 000,00 EUR

**II.2. Description**

**II.2.3. Place of performance**

NUTS code: ITC4 Lombardia

#### **II.2.4. Description of the procurement**

Gestione dei contatti dei clienti e pratiche di back office delle società del gruppo A2A.

#### **II.2.11. Information about options**

Options: yes

Description of options:

Il committente si riserva la facoltà di prorogare il contratto alle stesse condizioni di aggiudicazione, a proprio insindacabile giudizio, per ulteriori due anni. Il committente inoltre, alla scadenza di ogni periodo contrattuale, si riserva la facoltà di prorogare la durata del contratto di ulteriori 180 giorni. Il committente si riserva altresì la facoltà, in caso di proroga del contratto, di incrementare l'importo contrattuale di due terzi dell'importo iniziale. A2A SpA si riserva, a suo insindacabile giudizio, la facoltà di incrementare fino al 20 % l'importo massimo contrattuale alle medesime condizioni di aggiudicazione.

#### **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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

##### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 115-283698](#)

##### **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 periodic indicative notice**

### **Section V: Award of contract**

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**Contract No:** 8300003995/108

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

07/07/2020

**V.2.2. Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: 3G SpA

Postal address: via Crescenzo 9

Town: Roma

NUTS code: ITI43 Roma

Postal code: 00193

Country: Italy

The contractor is an SME: yes

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

Total value of the contract/lot: 7 800 000,00 EUR

**V.2.5. Information about subcontracting****V.2.6. Price paid for bargain purchases****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunale amministrativo regionale per la Lombardia — Sezione staccata di Brescia

Postal address: via Lattanzio Gambara 40

Town: Brescia

Postal code: 25121

Country: Italy

**VI.5. Date of dispatch of this notice**

15/07/2020