Italy-Milan: Call centre
OJ S 131/2021 09/07/2021
Contract award notice – utilities
Services

Legal Basis:
Directive 2014/25/EU

Section I: Contracting entity

I.1.   Name and addresses
Official name: Azienda trasporti milanesi SpA
Postal address: Foro Buonaparte 61
Town: Milano
NUTS code: ITC4C Milano
Postal code: 20121
Country: Italy
E-mail: responsabileacquisti@atm.it
Telephone: +39 02480311
Internet address(es):
Main address: http://www.atm.it

I.6.   Main activity
Recreation, culture and religion

Section II: Object

II.1.   Scope of the procurement

II.1.1.   Title
Servizio di Contact Center — CIG: 85295929FB
Reference number: 3600000089

II.1.2.   Main CPV code
79512000 Call centre

II.1.3.   Type of contract
Services

II.1.4.   Short description
Servizio di Contact Center multicanale integrato.

II.1.6.   Information about lots
This contract is divided into lots: no

II.1.7.   Total value of the procurement
Value excluding VAT: 4 498 025,00 EUR

II.2.   Description

II.2.3.   Place of performance
NUTS code: ITC4C Milano

II.2.4. Description of the procurement
Servizio di Contact Center multicanale integrato.

II.2.5. Award criteria
Quality criterion - Name: si veda disciplinare di gara. / Weighting: si veda disciplinare di gara
Cost criterion - Name: si veda disciplinare di gara. / Weighting: si veda disciplinare di gara

II.2.11. Information about options
Options: no

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

IV.1. Description

IV.1.1. Type of procedure
Open procedure

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: 2020/S 238-589304

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

Contract No: 3600000089

Title:
Servizio di Contact Center — CIG: 85295929FB

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract
06/07/2021

V.2.2. Information about tenders
Number of tenders received: 13
The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor
Official name: Transcom Worldwide Italy SpA
Postal address: via Alessandro Volta 26
Town: Cologno Monzese (MI)
NUTS code: ITC4C Milano
Country: Italy
The contractor is an SME: no

V.2.4. Information on value of the contract/lot
Initial estimated total value of the contract/lot: 4 498 025,00 EUR
Total value of the contract/lot: 3 343 680,75 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body
Official name: TAR per la Lombardia — ufficio Accettazione ricorsi
Postal address: via Corridoni 39
Town: Milano
Postal code: 20122
Country: Italy

VI.4.3. Review procedure
Precise information on deadline(s) for review procedures:
30 giorni decorrenti dall'ultima delle comunicazioni del provvedimento di aggiudicazione di cui all'art. 76, D.Lgs. 50/2016 o, per le clausole di gara immediatamente lesive, dalla pubblicazione dell'avviso sulla Gazzetta ufficiale della Repubblica italiana, ai sensi del D.Lgs. 104/2010.

VI.5. Date of dispatch of this notice
06/07/2021