

**Italy-Pescara: Telephone operator services**  
**OJ S 150/2019 06/08/2019**  
**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: A.C.A. S.p.A. in house providing  
Postal address: Via Maestri del Lavori d'Italia 81  
Town: Pescara  
NUTS code: ITF1 Abruzzo  
Postal code: 65125  
Country: Italy  
Contact person: Ing. Bartolomeo Di Giovanni  
E-mail: [aca.ufficiogare@pec.it](mailto:aca.ufficiogare@pec.it)  
Telephone: +39 08541781  
Fax: +39 0854156113  
**Internet address(es):**  
Main address: <http://www.aca.pescara.it>  
Address of the buyer profile: <http://www.aca.pescara.it>

**I.6. Main activity**

Water

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**Section II: Object**

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

**II.1.1. Title**

Servizio di contact center di A.C.A. S.p.A. destinato alle utenze del Sii Ubicate in Provincia di Pescara, Chieti e Teramo  
Reference number: 15

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Servizio di contact center di A.C.A. S.p.A. destinato alle utenze del Sii Ubicate in Provincia di Pescara, Chieti e Teramo

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description**

**II.2.2. Additional CPV code(s)**

79511000 Telephone operator services

**II.2.3. Place of performance**

NUTS code: ITF1 Abruzzo

Main site or place of performance: Prevalentemente territorio provincia di Pescara, Chieti e Teramo

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

Servizio di contact center di A.C.A. S.p.A. destinato alle utenze del Sii Ubicate in Provincia di Pescara, Chieti e Teramo

**II.2.5. Award criteria**

Quality criterion - Name: Offerta tecnica / Weighting: 75

Price - Weighting: 25

**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**

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**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: no

**IV.2. Administrative information****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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A contract/lot is awarded: yes

**V.2. Award of contract****V.2.1. Date of conclusion of the contract**

31/07/2019

**V.2.2. Information about tenders**

Number of tenders received: 5

Number of tenders received from SMEs: 5  
Number of tenders received from tenderers from other EU Member States: 0  
Number of tenders received from tenderers from non-EU Member States: 0  
Number of tenders received by electronic means: 5  
The contract has been awarded to a group of economic operators: no

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

Official name: Tecnocall S.r.l.  
Town: Roma  
NUTS code: ITF1 Abruzzo  
Country: Italy  
E-mail: [info@tecnocall.eu](mailto:info@tecnocall.eu)  
The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 555 846,00 EUR  
Total value of the contract/lot: 555 846,00 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: TAR Abruzzo - Sezione staccata di Pescara  
Postal address: Via Antonio Lo Feudo 1  
Town: Pescara  
Postal code: 65129  
Country: Italy  
E-mail: [tarpe-segrprotocolloamm@ga-cert.it](mailto:tarpe-segrprotocolloamm@ga-cert.it)  
Telephone: +39 085918661  
Fax: +39 0859186633  
Internet address: <https://www.giustizia-amministrativa.it/tribunale-amministrativo-regionale-per-l-abruzzo-pescara>

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: A.C.A. S.p.A. in House Providing  
Town: Pescara  
Country: Italy  
E-mail: [bartolomeo.digiovanni@aca.pescara.it](mailto:bartolomeo.digiovanni@aca.pescara.it)

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

01/08/2019