

Italy-Caserta: Call centre
OJ S 192/2017 06/10/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministero Infrastrutture e Trasporti — Provveditorato Interregionale alle OO.PP. per la Campania, il Molise, la Puglia e la Basilicata — sede di Napoli — SUA di Caserta — Sub SUA 3

Postal address: Via Cesare Battisti 16

Town: Caserta

NUTS code: IT Italia

Postal code: 81100

Country: Italy

Contact person: <http://www.provveditorato-ooppcampaniamolise.it>

E-mail: oopp.caserta@pec.mit.gov.it

Telephone: +39 0823448321

Internet address(es):

Main address: http://trasparenza.mit.gov.it/pagina566_bandi-di-gara-e-contratti.html

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

Affidamento del «servizio di Call Center finalizzato alle prestazioni erogate dalle strutture della A.S.L. di Caserta e delle attività connesse ai progetti Sani. ARP. e liste di attesa».

Reference number: CIG:6533250075

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Affidamento del «servizio di Call Center finalizzato alle prestazioni erogate dalle strutture della A.S.L. di Caserta e delle attività connesse ai progetti Sani. ARP. e liste di attesa».

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 356 578,74 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITF31 Caserta

Main site or place of performance: ASL di Caserta.

II.2.4. Description of the procurement

Affidamento del «servizio di Call Center finalizzato alle prestazioni erogate dalle strutture della A.S.L. di Caserta e delle attività connesse ai progetti Sani. ARP. e liste di attesa».

II.2.5. Award criteria

Quality criterion - Name: Offerta Tecnica / Weighting: 60

Cost criterion - Name: Offerta economica / Weighting: 40

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: [2016/S 247-451460](#)

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 prior information notice

Section V: Award of contract

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/07/2017

V.2.2. Information about tenders

Number of tenders received: 03

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

V.2.3. Name and address of the contractor

Official name: Società Cooperativa Asso

Postal address: Via Angeloni 493

Town: Cesena

NUTS code: ITH5 Emilia-Romagna

Postal code: 47521

Country: Italy

Telephone: +39 054726652

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 428 400,00 EUR

Total value of the contract/lot: 356 578,74 EUR

V.2.5. Information about subcontracting**Section VI: Complementary information**

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

Official name: TAR (Tribunale Amministrativo Regionale) della Campania — Sede di Napoli

Postal address: Piazza Municipio 64

Town: Napoli

Postal code: 80133

Country: Italy

VI.4.2. Body responsible for mediation procedures

Official name: TAR Campania

Town: Napoli

Country: Italy

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

Official name: TAR (Tribunale Amministrativo Regionale) della Campania — sede di Napoli

Postal address: Piazza Municipio 64

Town: Napoli

Postal code: 80133

Country: Italy

VI.5. Date of dispatch of this notice

04/10/2017