

Italy-Venice: Call centre
OJ S 135/2023 17/07/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Fondazione La Biennale di Venezia

Postal address: Ca' Giustinian, San Marco 1364/A

Town: Venezia

NUTS code: ITH35 Venezia

Postal code: 30124

Country: Italy

Contact person: Fabio Pacifico

E-mail: acquisti@labiennale.org

Telephone: +39 0412728395

Internet address(es):

Main address: <https://labiennale.acquistitelematici.it>

Address of the buyer profile: <https://www.labiennale.org>

I.4. Type of the contracting authority

Other type: Fondazione

I.5. Main activity

Recreation, culture and religion

Section II: Object

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

SERVIZIO DI SPOLA E CENTRALINO-FRONT OFFICE PER LA SEDE ISTITUZIONALE DELLA FONDAZIONE LA BIENNALE DI VENEZIA DI PALAZZO CA' GIUSTINIAN (2023 - 2026)

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Oggetto dell'appalto è il servizio di spola e centralino-front office da svolgere presso la Sede Istituzionale della Biennale di Venezia presso Palazzo Ca' Giustinian (San Marco 1364/A, Venezia) nel periodo compreso tra 01 giugno 2023 e il 31 maggio 2026.

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 260 838,80 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITH35 Venezia

Main site or place of performance: Venezia

II.2.4. Description of the procurement

Oggetto dell'appalto è il servizio di spola e centralino-front office da svolgere presso la Sede Istituzionale della Biennale di Venezia presso Palazzo Ca' Giustinian (San Marco 1364/A, Venezia) nel periodo compreso tra 01 giugno 2023 e il 31 maggio 2026.

II.2.5. Award criteria

Quality criterion - Name: Modalità di esecuzione del servizio / Weighting: 24

Quality criterion - Name: Pianta organica della squadra di lavoro proposta per l'esecuzione del servizio, con particolare attenzione ai curriculum vitae del personale proposto / Weighting: 26

Quality criterion - Name: Sostenibilità ambientale / Weighting: 20

Price - Weighting: 30

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: [2023/S 070-205480](#)

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

Title:

SERVIZIO DI SPOLA E CENTRALINO-FRONT OFFICE PER LA SEDE ISTITUZIONALE DELLA FONDAZIONE LA BIENNALE DI VENEZIA DI PALAZZO CA' GIUSTINIAN (2023 - 2026)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

22/06/2023

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

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: 4

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: VIVAEVENTS SRL

Postal address: Via Alfieri Maserati 18

Town: Bologna

NUTS code: ITH55 Bologna

Postal code: 30128

Country: Italy

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Società Cooperativa Culture

Postal address: Corso del Popolo n. 40

Town: Mestre Venezia

NUTS code: ITH35 Venezia

Postal code: 30172

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: 348 848,00 EUR

Total value of the contract/lot: 260 838,80 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: Tribunale Amministrativo Regionale per il Veneto - Sede di Venezia

Postal address: Cannaregio 2277

Town: Venezia

Postal code: 30121

Country: Italy

Telephone: +39 0415244209

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

Official name: Tribunale Amministrativo Regionale per il Veneto - Sede di Venezia

Postal address: Cannaregio 2277

Town: Venezia

Postal code: 30121

Country: Italy

Telephone: +39 0415244209

VI.5. Date of dispatch of this notice

12/07/2023