

435614-2026 - Competition

Italy – Call centre – SERVIZIO DI SPOLA E CENTRALINO-FRONT OFFICE PER LA SEDE ISTITUZIONALE DELLA FONDAZIONE LA BIENNALE DI VENEZIA DI PALAZZO CA' GIUSTINIAN (2026 - 2030)

OJ S 120/2026 25/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Fondazione La Biennale di Venezia

Email: ufficio.gare@pec.labiennale.org

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Recreation, culture and religion

2. Procedure

2.1. Procedure

Title: SERVIZIO DI SPOLA E CENTRALINO-FRONT OFFICE PER LA SEDE ISTITUZIONALE DELLA FONDAZIONE LA BIENNALE DI VENEZIA DI PALAZZO CA' GIUSTINIAN (2026 - 2030)

Description: Servizio di spola e centralino-front office da svolgere, presso la sede istituzionale della Fondazione La Biennale di Venezia di Palazzo Ca' Giustinian, nel periodo dal 03 agosto 2026 al 31 luglio 2030

Procedure identifier: cdc8672-bef0-469d-a89d-66ec2731d9c3

Internal identifier: 16081

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79992000 Reception services

2.1.3. Value

Estimated value excluding VAT: 524 538,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: SERVIZIO DI SPOLA E CENTRALINO-FRONT OFFICE PER LA SEDE ISTITUZIONALE DELLA FONDAZIONE LA BIENNALE DI VENEZIA DI PALAZZO CA' GIUSTINIAN (2026 - 2030)

Description: Servizio di spola e centralino-front office da svolgere, presso la sede istituzionale della Fondazione La Biennale di Venezia di Palazzo Ca' Giustinian, nel periodo dal 03 agosto 2026 al 31 luglio 2030

Internal identifier: 16081

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79992000 Reception services

5.1.2. Place of performance

Town: Venezia

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

5.1.3. Estimated duration

Start date: 03/08/2026

Duration: 1 459 Days

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Estimated value excluding VAT: 524 538,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Description: Il prezzo non è il solo criteri di aggiudicazione

Criterion:

Type: Quality

Description: La qualità non è il solo criterio di aggiudicazione

5.1.11. Procurement documents

Deadline for requesting additional information: 22/07/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Address of the procurement documents: <https://labiennale.acquistitelematici.it/>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://labiennale.acquistitelematici.it/>

Languages in which tenders or requests to participate may be submitted: Italian

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 27/07/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 27/07/2026 15:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunale Amministrativo Regionale per il Veneto - Sede di Venezia

Information about review deadlines: Termini previsti dalla Legislazione Nazionale

Organisation receiving requests to participate: Fondazione La Biennale di Venezia

Organisation processing tenders: Fondazione La Biennale di Venezia

8. Organisations

8.1. ORG-0001

Official name: Fondazione La Biennale di Venezia

Registration number: 00330320276

Town: Venezia

Postcode: 30124

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

Email: ufficio.gare@pec.labiennale.org

Telephone: 0415218711

Roles of this organisation:

Buyer

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

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

Registration number: 80010140277

Town: Venezia

Postcode: 30124

Country subdivision (NUTS): Venezia (ITH35)

Country: Italy

Email: seggen.ve@giustizia-amministrativa.it

Telephone: 0415244209
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: 9eb85b3b-03d8-42a8-85f5-59b646ee8643 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
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