

452489-2026 - Competition

Italy – Telephone operator services – PROCEDURA APERTA TELEMATICA EX ART. 71 DEL D. LGS. 36/2023 PER LAFFIDAMENTO DEL SERVIZIO DI CONTACT CENTER INBOUND MULTICANALE E BACK OFFICE IN FAVORE DI ENPAB

OJ S 124/2026 01/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ENPAB - Ente Nazionale di Previdenza e Assistenza a favore dei Biologi

Email: ufficioappalti@pec.enpab.it

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: PROCEDURA APERTA TELEMATICA EX ART. 71 DEL D. LGS. 36/2023 PER LAFFIDAMENTO DEL SERVIZIO DI CONTACT CENTER INBOUND MULTICANALE E BACK OFFICE IN FAVORE DI ENPAB

Description: PROCEDURA APERTA TELEMATICA EX ART. 71 DEL D. LGS. 36/2023 PER LAFFIDAMENTO DEL SERVIZIO DI CONTACT CENTER INBOUND MULTICANALE E BACK OFFICE IN FAVORE DI ENPAB

Procedure identifier: c299956f-d6a4-4b3d-8c88-8a2f9a79db7c

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

2.1.2. Place of performance

Town: Roma ROMA (RM)

Country subdivision (NUTS): Roma (IT143)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 743 712,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: PROCEDURA APERTA TELEMATICA EX ART. 71 DEL D. LGS. 36/2023 PER LAFFIDAMENTO DEL SERVIZIO DI CONTACT CENTER INBOUND MULTICANALE E BACK OFFICE IN FAVORE DI ENPAB

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5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

Options:

Description of the options: Proroga eventuale di 12 mesi - quinto d'obbligo

5.1.2. Place of performance

Town: Roma ROMA (RM)

Country subdivision (NUTS): Roma (IT143)

Country: Italy

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2030

5.1.5. Value

Estimated value excluding VAT: 743 712,00 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): no

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: offerta tecnica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 80

Category of award threshold criterion: Minimum score

Award criterion number: 45

Criterion:

Type: Price

Description: offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

5.1.11. Procurement documents

Address of the procurement documents: <https://adepp-appalti.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G11842>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://adepp-appalti.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G11842>

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

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 06/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 15/09/2026 10:30:00 (UTC+02:00) Eastern European Time, Central 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: no

Electronic payment will be used: yes

Financial arrangement: Vedi documentazione di gara

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 TAR LAZIO

Organisation providing additional information about the procurement procedure: ENPAB - Ente Nazionale di Previdenza e Assistenza a favore dei Biologi

Organisation providing more information on the review procedures: ENPAB - Ente Nazionale di Previdenza e Assistenza a favore dei Biologi

Organisation receiving requests to participate: ENPAB - Ente Nazionale di Previdenza e Assistenza a favore dei Biologi

8. Organisations

8.1. ORG-0001

Official name: ENPAB - Ente Nazionale di Previdenza e Assistenza a favore dei Biologi

Registration number: 97136540586

Postal address: Via di Porta Lavernale n. 12

Town: ROMA (RM)

Postcode: 00153

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Email: ufficioappalti@pec.enpab.it

Telephone: 0645547011

Internet address: www.enpab.it

Buyer profile: www.enpab.it

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Tribunale Amministrativo Regionale TAR LAZIO

Registration number: 80195990587

Postal address: Via Flaminia n. 189

Town: ROMA (RM)

Postcode: 00100

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Email: urp.rm@giustizia-amministrativa.it

Telephone: 06328721

Internet address: <https://www.giustizia-amministrativa.it/tribunale-amministra>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: cd9c4a73-7d9a-480c-86fe-29b51fad7e43 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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