

**Italy-Lecco: Telephone and data transmission services**  
**OJ S 205/2019 23/10/2019**  
**Contract notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Lario Reti Holding S.p.A.  
National registration number: 03119540130  
Postal address: Via Fiandra 13  
Town: Lecco  
NUTS code: ITC43 Lecco  
Postal code: 23900  
Country: Italy  
E-mail: [gare@larioreti.it](mailto:gare@larioreti.it)  
Telephone: +39 0341359111  
**Internet address(es):**  
Main address: [www.larioreti.it](http://www.larioreti.it)

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [www.larioreti.it](http://www.larioreti.it)  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted to the abovementioned address

**I.6. Main activity**

Other activity: call center

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**Section II: Object**

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

**II.1.1. Title**

Procedura aperta tramite piattaforma telematica per i servizi di call center

**II.1.2. Main CPV code**

64210000 Telephone and data transmission services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Procedura aperta tramite piattaforma telematica per i servizi di call center per il numero verde informazioni, numero verde pronto intervento con funzionalità 24/7 e centralino posto operatore – fornitura piattaforma sistema CTI certificato ecosistema appexchange salesforce.

**II.1.5.**

**Estimated total value**

Value excluding VAT: 440 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

64210000 Telephone and data transmission services

**II.2.3. Place of performance**

NUTS code: ITC43 Lecco

Main site or place of performance: Come indicato nella documentazione di gara.

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

Procedura aperta tramite piattaforma telematica per i servizi di call center per il numero verde informazioni, numero verde pronto intervento con funzionalità 24/7 e centralino posto operatore – fornitura piattaforma sistema CTI certificato ecosistema appexchange salesforce.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**II.2.6. Estimated value**

Value excluding VAT: 440 000,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 6

This contract is subject to renewal: no

**II.2.10. Information about variants**

Variants will be accepted: no

**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 III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation****III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Cauzioni e garanzie richieste

Garanzia provvisoria da rendersi in sede di gara e garanzia definitiva ai sensi dell'art. 93 del D. Lgs. 50/2016.

**III.1.2.**

## **Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

## **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 25/11/2019 Local time: 12:00

#### **IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates**

#### **IV.2.4. Languages in which tenders or requests to participate may be submitted**

Italian

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

#### **IV.2.7. Conditions for opening of tenders**

Date: 25/11/2019 Local time: 14:30

Place:

Sede legale di Lario Reti Holding S.p.A. in via Fiandra 13, Lecco.

Information about authorised persons and opening procedure: Il legale rappresentante o suo delegato munito di delega.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

Le offerte dovranno pervenire esclusivamente dalla piattaforma telematica E-Procurement disponibile dall'Albo fornitori di Lario Reti Holding S.p.A. accessibile all'indirizzo: [https://app.albofornitori.it/alboeproc/albo\\_larioreti](https://app.albofornitori.it/alboeproc/albo_larioreti) entro il termine perentorio delle ore 12:00 del 25.11.2019.

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: TAR della Lombardia

Town: Milano

Country: Italy

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

21/10/2019