

Italy-Brescia: Customer-care services
OJ S 207/2020 23/10/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Brescia mobilità SpA
Postal address: via Leonida Magnolini 3
Town: Brescia
NUTS code: ITC47 Brescia
Postal code: 25135
Country: Italy
Contact person: Brescia mobilità SpA
E-mail: fpenocchio@bresciamobilita.it
Telephone: +39 303061009

Internet address(es):

Main address: www.bresciamobilita.it
Address of the buyer profile: <https://bresciamobilita.albofornitori.net/gare>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: servizi di mobilità

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Affidamento di servizio della gestione del Social customer Care
Reference number: 776293509F

II.1.2. Main CPV code

79342320 Customer-care services

II.1.3. Type of contract

Services

II.1.4. Short description

Affidamento del servizio della gestione del Social customer Care del Gruppo Brescia Mobilità.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 800 000,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITC47 Brescia

II.2.4. Description of the procurement

Le informazioni sono contenute nel disciplinare di gara e nel capitolato tecnico

II.2.5. Award criteria

Quality criterion - Name: Tecnico / Weighting: 70

Price - Weighting: 30

II.2.11. Information about options

Options: yes

Description of options:

La durata del contratto in corso di esecuzione potrà essere modificata per il tempo strettamente necessario alle conclusioni delle procedure necessarie per l'individuazione del nuovo contraente.

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: [2019/S 015-031475](#)

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:

Affidamento di servizio della gestione del Social customer Care.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/04/2020

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Ne-t by telerete nordest srl

Town: Padova

NUTS code: ITC47 Brescia

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: 800 000,00 EUR

Total value of the contract/lot: 800 000,00 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 sezione di Brescia

Postal address: via Carlo Zima 3

Town: Brescia

Postal code: 25121

Country: Italy

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

Official name: TAR sezione di Brescia

Postal address: via C. Zima 3

Town: Brescia

Postal code: 25121

Country: Italy

VI.5. Date of dispatch of this notice

19/10/2020