

Italy-Novara: Call centre
OJ S 166/2023 30/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Acqua Novara.VCO S.p.A.
Postal address: Via L. Triggiani n. 9
Town: Novara
NUTS code: ITC15 Novara
Postal code: 28100
Country: Italy
E-mail: appalti@pec.acquanovaravco.eu
Internet address(es):
Main address: <https://www.acquanovaravco.eu/>

I.4. Type of the contracting authority

Other type: S.p.A.

I.5. Main activity

Other activity: Servizio Idrico Integrato

Section II: Object

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

Servizio di call center per Acqua Novara.VCO S.P.A.

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Procedura aperta ai sensi dell'art.60 del D.lgs. 50/2016 e ss.mm.ii., per l'affidamento del servizio di call center per Acqua Novara.VCO S.P.A.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 976 937,50 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITC15 Novara

Main site or place of performance: province di Novara e del Verbano-Cusio-Ossola.

II.2.4. Description of the procurement

Procedura aperta ai sensi dell'art.60 del D.lgs. 50/2016 e ss.mm.ii., per l'affidamento del servizio di call center per Acqua Novara.VCO S.P.A.

II.2.5. Award criteria

Quality criterion - Name: tecnica / Weighting: 80

Price - Weighting: 20

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2023/S 060-178936](#)

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 call center per Acqua Novara.VCO S.P.A.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/07/2023

V.2.2.

Information about tenders

Number of tenders received: 7

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

V.2.3. Name and address of the contractor

Official name: NETHEX CARE S.P.A.

Town: Roma

NUTS code: ITI43 Roma

Country: Italy

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 976 937,50 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 del Piemonte

Town: Torino

Country: Italy

VI.5. Date of dispatch of this notice

25/08/2023