

Italy-Forlì: Call centre
OJ S 175/2023 12/09/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Alea Ambiente SpA
National registration number: 2018/S 202-459886
Postal address: Via I. Golfarelli, 123
Town: Forlì
NUTS code: ITH58 Forlì-Cesena
Postal code: 47122
Country: Italy
Contact person: UFFICIO ACQUISTI
E-mail: acquisti@alea-ambiente.it
Internet address(es):
Main address: <http://alea-ambiente.it/>
Address of the buyer profile: <https://gare.alea-ambiente.it/PortaleAppalti>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Environment

Section II: Object

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

PROCEDURA APERTA PER L'AFFIDAMENTO IN APPALTO DEI SERVIZI DI CONTACT CENTER
Reference number: 961138911E

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

servizi di contact center, in unico lotto stante la natura omogenea e interconnessa delle attività incluse nel generale servizio di contact center

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 626 400,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: ITH58 Forlì-Cesena

II.2.4. Description of the procurement

servizi di contact center, in unico lotto stante la natura omogenea e interconnessa delle attività incluse nel generale servizio di contact center

II.2.5. Award criteria

Price

II.2.11. Information about options

Options: yes

Description of options:

RINNOVO DEL CONTRATTO: 24 MESI € 313.200,00

PROROGA AI SENSI DELL'ART. 106 COMMA 11 D.LGS 50/2016

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: [2023/S 017-046967](#)

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

Contract No: 4185/AA

Title:

CONTRATTO TRA ALEA AMBIENTE SPA E TECNOCALL S.R.L. PER IL SERVIZIO DI CONTACT CENTER - (CIG 961138911E).

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

02/08/2023

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: TECNOCALL S.R.L.

Postal address: via Meuccio Ruini

Town: ROMA

NUTS code: ITI43 Roma

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: 519 473,52 EUR

Total value of the contract/lot: 259 736,76 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 dell'Emilia-Romagna

Postal address: Via M. d'Azeglio, 54

Town: Bologna

Postal code: 40125

Country: Italy

Telephone: +39 0514293101

Internet address: www.giustizia-amministrativa.it

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

Official name: Tribunale Amministrativo dell'Emilia-Romagna

Postal address: Via M. d'Azeglio, 54

Town: Bologna

Postal code: 40125

Country: Italy

Telephone: +39 0514293101

Internet address: www.giustizia-amministrativa.it

VI.5. Date of dispatch of this notice

07/09/2023

