

Italy-Ronchi dei Legionari: Telephone operator services
OJ S 200/2022 17/10/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Isontina Ambiente Srl
National registration number: 01123290312
Postal address: Via Cau de mezo, 10
Town: Ronchi dei Legionari (GO)
NUTS code: ITH43 Gorizia
Postal code: 34077
Country: Italy
E-mail: segreteria@isontinambiente.it
Telephone: +39 0481770611
Fax: +39 0481770633
Internet address(es):
Main address: www.isontinambiente.it

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

Servizio di contact center, CIG 840805634F

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio di gestione delle chiamate in ingresso da parte degli utenti per fornire informazioni, registrare reclami, tracciare le richieste degli utenti e coordinare l'agenda degli appuntamenti per il servizio a domicilio di asporto di alcune tipologie di rifiuto già definite o da definire (ingombranti, verde, lana di roccia etc..).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 234 000,00 EUR

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

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: ITH43 Gorizia

II.2.4. Description of the procurement

Servizio di contact center

II.2.5. Award criteria

Quality criterion - Name: Offerta tecnica / Weighting: 70

Cost criterion - Name: Offerta economica / Weighting: 30

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: [2020/S 220-540700](#)

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 contact center, CIG 840805634F

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/12/2021

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Telekottage Plus Srl

Town: Thiene

NUTS code: ITH32 Vicenza

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: 324 000,00 EUR

Total value of the contract/lot: 234 000,00 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 FVG

Town: TRIESTE

Country: Italy

VI.5. Date of dispatch of this notice

12/10/2022