Italy-Rome: Telephone operator services
OJ S 235/2021 03/12/2021
Contract award notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Cassa Nazionale di Previdenza e Assistenza Forense
Postal address: Via G.G. Belli 5
Town: Roma
NUTS code: ITI43 Roma
Postal code: 00193
Country: Italy
Contact person: Dott. Michele Proietti (RUP)
E-mail: contratti@cassaforense.it
Internet address(es):
Main address: http://www.cassaforense.it

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Previdenza obbligatoria

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Servizio di call center per Cassa Forense

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio di call center per Cassa Forense (CIG: 8747815D4B)

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 5 131 840,00 EUR

II.2. Description

II.2.3. Place of performance
NUTS code: ITI43 Roma

II.2.4. Description of the procurement
Servizio di call center per Cassa Forense

II.2.5. Award criteria
Quality criterion - Name: offerta tecnica / Weighting: 75
Price - Weighting: 25

II.2.11. Information about options
Options: yes
Description of options:
Il servizio ha durata di quattro anni e potrà essere rinnovato per ulteriori quattro anni fino ad un massimo di otto anni a discrezione della stazione appaltante alle stesse condizioni normative ed economiche

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: 2021/S 094-247423

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract
15/11/2021

V.2.2.

Information about tenders
Number of tenders received: 23
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: yes

V.2.4. Information on value of the contract/lot
Initial estimated total value of the contract/lot: 11 680 000,00 EUR
Total value of the contract/lot: 5 131 840,00 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 del Lazio
Town: Roma
Country: Italy

VI.4.3. Review procedure
Precise information on deadline(s) for review procedures:
Ricorso giurisdizionale al TAR del Lazio entro i termini di legge.

VI.5. Date of dispatch of this notice
29/11/2021