

Italy-Milan: Telephone operator services

OJ S 208/2023 27/10/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: MM S.P.A.

Postal address: VIA DEL VECCHIO POLITECNICO 8

Town: MILANO

NUTS code: ITC4C Milano

Postal code: 20121

Country: Italy

Contact person: Avv. Antonella Cupiccia

E-mail: info@mmspa.eu

Telephone: +39 0277471

Fax: +39 02780033

Internet address(es):

Main address: www.mmspa.eu

Address of the buyer profile: <http://mmspa.eu>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://mm.pro-q.it>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://mm.pro-q.it>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Ingegneria dei trasporti e Servizio Idrico

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

GARA 56/2023/ACQ - SERVIZIO DI CONTACT CENTER

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Servizio di Contact Center a supporto dell'utenza del patrimonio di Edilizia Residenziale Pubblica di Milano e Bergamo, del Servizio Idrico Integrato e della gestione delle manutenzioni del Facility Scuole del Comune di Milano (CIG A01E8157FE – SIMOG 9379839).

II.1.5. Estimated total value

Value excluding VAT: 2 622 500,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: ITC4C Milano

Main site or place of performance: Milano

II.2.4. Description of the procurement

Servizio di Contact Center a supporto dell'utenza del patrimonio di Edilizia Residenziale Pubblica di Milano e Bergamo, del Servizio Idrico Integrato e della gestione delle manutenzioni del Facility Scuole del Comune di Milano (CIG A01E8157FE – SIMOG 9379839).

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 37

This contract is subject to renewal: yes

Description of renewals:

Vd. disciplinare

II.2.10. Information about variants

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Si rinvia al Disciplinare di gara.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 04/12/2023 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Italian

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 04/12/2023 Local time: 12:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: TAR LOMBARDIA

Town: Milano

Country: Italy

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

Official name: Vd. punto I.1.

Town: Milano

Country: Italy

VI.5.

Date of dispatch of this notice

24/10/2023