

Italy-Forlì: Call centre  
OJ S 244/2022 19/12/2022  
Contract notice  
Services

**Legal Basis:**  
Directive 2014/24/EU

## Section I: Contracting authority

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### 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  
E-mail: [acquisti@alea-ambiente.it](mailto: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.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://gare.alea-ambiente.it/PortaleAppalti>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <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

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### II.1. Scope of the procurement

#### II.1.1. Title

Servizio di contact center

#### II.1.2. Main CPV code

79512000 Call centre

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

Servizio di contact center

#### **II.1.5. Estimated total value**

Value excluding VAT: 469 800,00 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: ITH58 Forlì-Cesena

Main site or place of performance: Forlì (FC)

#### **II.2.4. Description of the procurement**

Servizi di contact center

#### **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**

Value excluding VAT: 469 800,00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Durata del rinnovo 12 mesi opzione rinnovo riservata alla stazione appaltante

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **II.2.11. Information about options**

Options: yes

Description of options:

proroga tecnica

#### **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**

vedasi documenti di gara

### **Section III: Legal, economic, financial and technical information**

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#### **III.1. Conditions for participation**

##### **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

#### **III.2. Conditions related to the contract**

### **III.2.2. Contract performance conditions**

Clausola sociale di cui al modello allegato ai documenti di gara

### **III.2.3. Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

## **Section IV: Procedure**

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

Date: 24/01/2023 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: 26/01/2023 Local time: 10:00

Place:

Alea Ambiente SPA

Information about authorised persons and opening procedure: I concorrenti assistono alle operazioni di gara collegandosi alla piattaforma e consultando la sezione "espletamento della gara". La stazione appaltante si riserva di modificare luogo e data delle aperture delle offerte previa comunicazione scritta agli offerenti.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

Per quanto qui non stabilito si rinvia alla documentazione di gara completa scaricabile dal profilo di committente. Responsabile del procedimento: Presidente del CDA Simona Buda

### **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](http://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](http://www.giustizia-amministrativa.it)

**VI.5. Date of dispatch of this notice**

14/12/2022