

Italy-Milan: Value-added information services

OJ S 233/2023 04/12/2023

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Comune di Milano

Postal address: Via Durando 38/A

Town: Milano

NUTS code: ITC4C Milano

Postal code: 20158

Country: Italy

E-mail: APP.BeniPubblicazioni@comune.milano.it**Internet address(es):**Main address: www.comune.milano.it**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.comune.milano.it

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: www.ariaspa.it

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

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

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

Affidamento del servizio di Contact Center – back office e front office – di supporto agli interventi di Sostegno al Reddito e Titoli Sociali

Reference number: Appalto 72/2023 - CIG A030D9C1F7 - CUP B41B20001130001 - PG 601077/2023

II.1.2. Main CPV code

64216210 Value-added information services

II.1.3. Type of contract

Services

II.1.4. Short description

Appalto 72/2023 - CIG A030D9C1F7 - Affidamento del servizio di Contact Center – back office e front office – di supporto agli interventi di Sostegno al Reddito e Titoli Sociali.
Procedura aperta sulla piattaforma della Regione Lombardia acquisti telematici Aria/Sintel.

II.1.5. Estimated total value

Value excluding VAT: 426 053,30 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

Appalto 72/2023 - CIG A030D9C1F7 - Affidamento del servizio di Contact Center – back office e front office – di supporto agli interventi di Sostegno al Reddito e Titoli Sociali.

Procedura aperta sulla piattaforma della Regione Lombardia acquisti telematici Aria/Sintel.

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: 426 053,30 EUR

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

Duration in months: 24

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

Secondo quanto indicato dal paragrafo 3.3 del Disciplinare di gara.

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.1.2. 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: yes

IV.2. Administrative information

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

Date: 09/01/2024 Local time: 13:00

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: 9 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 10/01/2024 Local time: 10:00

Place:

La seduta di gara si svolgerà in modalità da remoto e sarà tracciata in via telematica.

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 via Corridoni 39 Milano

Town: MILANO

Country: Italy

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Avvocatura Comune di Milano, via della Guastalla 6, 20122 Milano

VI.5. Date of dispatch of this notice

29/11/2023