

Italy-Bologna: Telephone operator services

OJ S 238/2023 11/12/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Azienda USL di Bologna

National registration number: 3132343

Postal address: Via Castiglione 29

Town: Bologna

NUTS code: ITH55 Bologna

Postal code: 40124

Country: Italy

Contact person: servizio.acquisti@ausl.bologna.it

E-mail: servizio.acquisti@ausl.bologna.it

Telephone: +39 0516584811

Fax: +39 0516584923

Internet address(es):

Main address: www.ausl.bologna.it

Address of the buyer profile: <http://www.ausl.bologna.it>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://intercenter.regione.emilia-romagna.it-www.ausl.bologna.it>

Tenders or requests to participate must be submitted electronically via: <http://intercenter.regione.emilia-romagna.it>

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

Additional information can be obtained from another address:

Official name: Azienda USL di Bologna - Servizio Acquisti di Area Vasta

Postal address: Via Gramsci, 12

Town: Bologna

NUTS code: ITH55 Bologna

Postal code: 40121

Country: Italy

Contact person: servizio.acquisti@pec.ausl.bologna.it

E-mail: servizio.acquisti@ausl.bologna.it

Telephone: +39 0516079921

Fax: +39 0516079989

Internet address(es):

Main address: www.ausl.bologna.it

Address of the buyer profile: <http://www.ausl.bologna.it>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

PA per l'affidamento del servizio di call center rivolto alle prestazioni ambulatoriali e di ricovero in libera professione per conto dell'IRCCS AOU di Bologna

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Affidamento del servizio di call center rivolto alle prestazioni ambulatoriali e di ricovero in libera professione per conto dell'IRCCS AOU di Bologna

II.1.5. Estimated total value

Value excluding VAT: 436 590,00 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: ITH55 Bologna

Main site or place of performance: Bologna

II.2.4. Description of the procurement

Affidamento del servizio di call center rivolto alle prestazioni ambulatoriali e di ricovero in libera professione per conto dell'IRCCS AOU di Bologna

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: 18

This contract is subject to renewal: yes

Description of renewals:

mesi 18, anche semestralmente considerati

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

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

List and brief description of conditions:

come da documentazione di gara

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: 16/01/2024 Local time: 16:00

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.2.7. Conditions for opening of tenders

Date: 17/01/2024 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

La procedura di gara è interamente svolta attraverso una piattaforma telematica di negoziazione. L'Azienda USL si riserva di procedere all'espletamento della gara anche in presenza di una sola offerta. Il CIG relativo alla presente procedura di gara, comprensivo di

opzioni e/o rinnovi, è A036D3A9D7. Ai sensi dell'art.13 del Regolamento UE/2016/679 (GDPR) si informa che i dati trasmessi saranno utilizzati per lo svolgimento delle funzioni istituzionali inerenti alla presente procedura di gara.

VI.4. Procedures for review

VI.4.1. Review body

Official name: TAR Emilia-Romagna - Sezione di Bologna

Postal address: Via Massimo D'Azeglio 54

Town: Bologna

Postal code: 40123

Country: Italy

VI.5. Date of dispatch of this notice

06/12/2023