

**Supplement to the Official Journal of the European Union**Info and online forms: <http://simap.ted.europa.eu>**CONTRACT AWARD NOTICE**Results of the procurement procedure
Directive 2014/24/EU**SECTION I: CONTRACTING AUTHORITY****I.1) Name and addresses**

(please identify all contracting authorities responsible for the procedure)

| | | | |
|--|---------------|-------------------|-------------------------------|
| Official name: ASFINAG Maut Service GmbH | | | National registration number: |
| Postal address: Alpenstraße 99, Postfach 74 | | | |
| Town: Salzburg | NUTS code: AT | Postal code: 5020 | Country: Austria |
| Contact person: Kundenmanagement/Customer Service Center | | | Telephone: +43 50108-12884 |
| E-mail: michael.polach@asfinag.at | | | Fax: +43 50108-12720 |
| Internet address(es) Main address: (URL) www.asfinag.at Address of the buyer profile: (URL) www.provia.at | | | |

I.2) Joint procurement☐ The contract involves joint procurement

In the case of joint procurement involving different countries, state applicable national procurement law:

☐ The contract is awarded by a central purchasing body**I.4) TYPE OF THE CONTRACTING AUTHORITY**

- | | |
|--|--|
| <input type="checkbox"/> Ministry or any other national or federal authority, including their regional or local subdivisions | <input checked="" type="checkbox"/> Body governed by public law |
| <input type="checkbox"/> National or federal agency/office | <input type="checkbox"/> European institution/agency or international organisation |
| <input type="checkbox"/> Regional or local authority | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Regional or local agency/office | |

I.5) MAIN ACTIVITY

- | | |
|---|---|
| <input type="checkbox"/> General public services | <input type="checkbox"/> Housing and community amenities |
| <input type="checkbox"/> Defence | <input type="checkbox"/> Social protection |
| <input type="checkbox"/> Public order and safety | <input type="checkbox"/> Recreation, culture and religion |
| <input type="checkbox"/> Environment | <input type="checkbox"/> Education |
| <input type="checkbox"/> Economic and financial affairs | <input checked="" type="checkbox"/> Other activity: Straßeninfrastrukturbetreiber |
| <input type="checkbox"/> Health | |

II.1) Scope of the procurement

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|--|--|
| II.1.1) Title: Überlauf Telefonie - Überlauf Telefonie ASFINAG Service Center (ÜT-ASC 2020) | Reference number: 2020/PROVIA ID-Nr:50850 |
| II.1.2) Main CPV-Code: 79512000 Supplementary CPV-Code: [][][][][][][][][][] | |
| II.1.3) Type of contract <input type="radio"/> Works <input type="radio"/> Supplies <input checked="" type="radio"/> Services | |
| II.1.4) Short description: Ziel des Projekts ist es, das Callcenter der ASFINAG zu unterstützen und Inbound-Calls bei entgegnzunehmen und zu beauskunften. | |
| II.1.6) Information about lots | |
| This contract is divided into lots <input type="radio"/> yes <input checked="" type="radio"/> no | |
| II.1.7) Total value of the procurement (excluding VAT) | |
| Value: [1488000] (Please give the total value of the procurement. For information about individual contracts, please use section V) or Lowest offer: [] / Highest offer:[] taken into consideration Currency: EUR (for framework agreements – total maximum value for their entire duration) (for dynamic purchasing systems – value of contract(s) not included in previous contract award notices) (for contracts based on framework agreements, if required – value of contract(s) not included in previous contract award notices) | |

II.2) Description

| | |
|---|--|
| II.2.1) TITLE: | |
| II.2.2) Additional CPV code(s) | |
| Main CPV code: [][]-[][]-[][]-[][] Supplementary CPV-Code: [][][][] [][][][] | |
| Main CPV code: [][]-[][]-[][]-[][] Supplementary CPV-Code: [][][][] [][][][] | |
| Main CPV code: [][]-[][]-[][]-[][] Supplementary CPV-Code: [][][][] [][][][] | |
| Main CPV code: [][]-[][]-[][]-[][] Supplementary CPV-Code: [][][][] [][][][] | |
| Place of performance | |
| NUTS code: AT | |
| Main site or place of performance: Österreich | |
| II.2.4) Description of the procurement: Ziel des Projekts ist es, das Callcenter der ASFINAG zu unterstützen und Inbound-Calls bei entgegenzunehmen und zu beauskunften. (nature and quantity of works, supplies or services or indication of needs and requirements) | |
| II.2.5) Award criteria | |
| <input checked="" type="checkbox"/> Quality criterion Name: Service Level / Weighting: 10 Name: Lost Call Rate / Weighting: 10 Name: Hearing / Weighting: 20 | |
| <input type="radio"/> Cost criterion <input checked="" type="radio"/> Price Price – Weighting: 60 | |
| II.2.11) Information about options | |
| <input type="checkbox"/> Options: Description of options: | |

II.2.13) Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds ☐ yes ☒ no

Identification of the project:

II.2.14) Additional information:**SECTION IV: PROCEDURE****IV.1) Description****IV.1.1) Type of procedure**

- ☒ Open procedure
- ☐ Accelerated procedure:
Justification:
- ☐ Restricted procedure
- ☐ Accelerated procedure:
Justification:
- ☐ Competitive procedure with negotiation
- ☐ Accelerated procedure:
Justification:
- ☐ Competitive dialogue
- ☐ Innovation partnership
- ☐ Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below (please complete Annex D1)

IV.1.3) Information about a framework agreement or a dynamic purchasing system

- ☒ The procurement involves the establishment of a framework agreement
- ☐ A dynamic purchasing system was set up

IV.1.6) Information about electronic auction

- ☐ An electronic auction has been used

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement ☒ yes ☐ no

IV.2) Administrative information**IV.2.1) Previous publication concerning this procedure**

Notice number in the OJ S: 2020/S 133–326730

(One of the following: Prior information notice used as a call for competition; Contract notice; Voluntary ex ante transparency notice)

IV.2.8) Information about termination of dynamic purchasing system

- ☐ An electronic auction has been used:

IV.2.9) Information about termination of call for competition in the form of a prior information notice

- ☐ The contracting authority will not award any further contracts based on the above prior information notice

SECTION V: AWARD OF CONTRACT**Contract No:[512000796] Lot No:[] Title: Überlauf Telefonie ASFINAG Service Center (ÜT-ASC 2020)**A contract/lot is awarded ☒ yes ☐ no**V.1) Information on non-award**

The contract/lot is not awarded

☐ No tenders or requests to participate were received or all were rejected☐ Other reasons (discontinuation of procedure)

Notice reference: [][][][]-[][][][][] (year and document number)

V.2) Award of contract**Date of conclusion of the contract:**23/11/2020 (dd/mm/yyyy)

Number of tenders received: [8]

Number of tenders received from SMEs: [] (SME – as defined in Commission Recommendation 2003/361/EC)

Number of tenders received from tenderers from other EU Member States: []

Number of tenders received from tenderers from non-EU Member States: []

Number of tenders received by electronic means: []

The contract has been awarded to a group of economic operators ☐ yes ☒ no**V.2.3) Name and address of the contractor**

Official name: dicall - Weiss Logistik Systeme GmbH

National registration number:

Postal address: Feldkirchenstraße 14-16

Town: Kalsdorf bei Graz

NUTS code: AT

Postal code: 8401

Country: Austria

E-mail:

Telephone:

Internet address:(URL)

Fax:

The contractor is an SME ☐ yes ☒ no**V.2.4) Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: []

(for framework agreements or dynamic purchasing systems – estimated total maximum value for the entire duration of this lot)

Total value of the contract/lot: [1488000]

or

Lowest offer: [] / Highest offer: [] taken into consideration

Currency: [][][]

(for framework agreements – total maximum value for this lot)

(for dynamic purchasing systems – value of contract(s) for this lot not included in previous contract award notices)

(for contracts based on framework agreements, if required – value of contract(s) for this lot not included in previous contract award notices)

V.2.5) Information about subcontracting☐ Value or proportion likely to be subcontracted to third parties:

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: [][] Currency: [][][]

Proportion: [] %

Short description of the part of the contract to be subcontracted:

SECTION VI: COMPLEMENTARY INFORMATION

VI.3) Additional information

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VI.4) Procedures for review

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| VI.4.1) Review body | | |
| Official name: Bundesverwaltungsgericht | | |
| Postal address: Erdbergstraße 192 – 196 | | |
| Town: Wien | Postal code: 1030 | Country: Austria |
| E-mail: einlaufstelle@bvwg.gv.at | Telephone: +43 1/60149/0 | |
| Internet-Address:(URL) https://www.bvwg.gv.at/ | Fax: +43 71123/8891541 | |
| VI.4.2) Body responsible for mediation procedures | | |
| Official name: | | |
| Postal address: | | |
| Town: | Postal code: | Country: Austria |
| E-mail: | Telephone: | |
| Internet-Address:(URL) | Fax: | |
| VI.4.3) Review procedure | | |
| Precise information on deadline(s) for review procedures: | | |
| VI.4.4) Service from which information about the review procedure may be obtained | | |
| Official name: | | |
| Postal address: | | |
| Town: | Postal code: | Country: Austria |
| E-mail: | Telephone: | |
| Internet-Address:(URL) | Fax: | |

VI.5) Date of dispatch of this notice: (dd/mm/yyyy) (dd/mm/yyyy) 23/11/2020

Annex D1 – General procurement

Justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union

Directive 2014/24/EU

(please select the relevant option and provide an explanation)

- ☒ **1. Justification for the choice of the negotiated procedure without prior publication of a call for competition in accordance with Article 32 of Directive 2014/24/EU**

☐ No tenders or no suitable tenders/requests to participate in response to:

☒ **open procedure**

☒ **restricted procedure**

☐ The products involved are manufactured purely for the purpose of research, experiment, study or development under the conditions stated in the directive (for supplies only):

☐ The works, supplies or services can be provided only by a particular economic operator for the following reason:

- ☒ **absence of competition for technical reasons**
- ☒ **procurement aiming at the creation or acquisition of a unique work of art or artistic performance**
- ☒ **protection of exclusive rights, including intellectual property rights**
- ☐ Extreme urgency brought about by events unforeseeable for the contracting authority and in accordance with the strict conditions stated in the directive:
- ☐ Additional deliveries by the original supplier ordered under the strict conditions stated in the directive:
- ☐ New works/services, constituting a repetition of existing works/services and ordered in accordance with the strict conditions stated in the directive:
- ☐ Service contract to be awarded to the winner or one of winners under the rules of a design contest:
- ☐ Procurement of supplies quoted and purchased on a commodity market:
- ☐ Purchase of supplies or services on particularly advantageous terms:
 - ☒ **from a supplier which is definitively winding up its business activities**
 - ☒ **from the liquidator in an insolvency procedure, an arrangement with creditors or a similar procedure under national laws and regulations**
- ☒ **2. Other justification for the award of the contract without prior publication of a call for competition in the Official Journal of the European Union**
 - ☐ The procurement falls outside the scope of application of the directive:

3.Explanation

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