

Supplement to the Official Journal of the European Union

Info and online forms: http://simap.ted.europa.eu

CONTRACT NOTICE

Directive 2014/24/EU

SECTION I: CONTRACTING AUTHORITY

I.1) Name and addre (please identify all cont	esses tracting authorities responsi	ble for the procedure)	
Official name: ASFINAG Maut Service GmbH			National registration number:
Postal address: Alpen	straße 99, Postfach 74		•
Town: Salzburg	NUTS code: AT	Postal code: 5020	Country: Austria
Contact person: Kund	enmanagement/Customer S	ervice Center	Telephone: +43 50108-12884
E-mail: michael.polach	@asfinag.at		Fax: +43 50108-12720
Internet address(es) Main address: (URL) Address of the buyer p	www.asfinag.at rofile: (URL) www.provia.	at	
I.2) Joint procuremen	nt		
☐ The contract invol			
In the case of joint pro-	curement involving differen	t countries, state applicable nat	ional procurement law:
1	varded by a central purchasi		•
	•		
I.3) Communication			
The procurement of	documents are available for	unrestricted and full direct acc	cess, free of charge, at:
(URL) www.provia.at			
 Access to the proc 	curement documents is restr	icted. Further information can	be obtained at:
(URL)			
Additional information	can be obtained from		
the abovemention	ed address		
another address:			
Tenders or requests to	participate must be submitt	ted	
electronically via:			
(URL)			
to the abovementi	oned address		
o to the following ac	ldress:		
Electronic commu access to these too	nication requires the use of ols and devices is possible,	tools and devices that are not g free of charge, at:	generally available. Unrestricted and full direct
(URL)www.provia.at			
I.4) Type of the con	TRACTING AUTHORITY		

☐ Ministry or any other national or federal authority, including their regional or local subdivisions	■ Body governed by public law

 □ National or federal agency/office □ Regional or local authority □ Regional or local agency/office 	☐ European institution/agency or int☐ Other:	ernational organisation		
I.5) MAIN ACTIVITY				
☐ General public services	☐ Housing and community amenities	S		
☐ Defence	☐ Social protection			
☐ Public order and safety	☐ Recreation, culture and religion			
☐ Environment	☐ Education			
☐ Economic and financial affairs	✓ Other activity: Straßeninfrastruktu	urbetreiber		
☐ Health				
SECTION II: OBJECT II.1) Scope of the procurement II.1.1) Title: Überlauf Telefonie - Überlauf Telefonie ASFINAC	· ,	Reference number:2020/PROVIA ID-Nr:50850		
II.1.2) Main CPV-Code: 79512000 Supplementary CPV-Code	de: [][][][] [][][][]			
II.1.3) Type of contract Works Supplies Services				
II.1.4) Short description: Ziel des Projekts ist es, das Callcente entgegenzunehmen und zu beauskunften.	er der ASFINAG zu unterstützten und	Inbound-Calls bei		
II.1.5) Estimated total value Value excluding VAT: Currency: (for framework agreements or dynamic purchasing systems – est framework agreement or dynamic purchasing system)	timated total maximum value for the ent	tire duration of the		
H.1.6) Information about lots This contract is divided into lots	erer:	ps of lots:		
II.2) Description				
II.2.1) Title: Überlauf Telefonie - Überlauf Telefonie ASFINA	G Service Center (ÜT-ASC 2020)			
II.2.2) Additional CPV code(s) Additional CPV code: [][].[][].[][].[][] Supplementary CP	V code: [][][][] [][][]			
II.2.3) Place of performance NUTS code: AT Main site or place of performance: Österreich				
II.2.4) Description of the procurement: Ziel des Projekts ist e Calls bei entgegenzunehmen und zu beauskunften. (nature and quantity of works, supplies or services or indication		terstützten und Inbound-		
II.2.5) Award criteria				

Critaria halore
Criteria below
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: [] Währung: [][] [] (for framework agreements or dynamic purchasing systems – estimated total maximum value for the entire duration of this lot)
II.2.7) Duration of the contract, framework agreement or dynamic purchasing system
Duration in months[] or Duration in days: or Start: 01/12/2020 / End: 01/12/2024
☐ This contract is subject to renewal
Description of renewals:
II.2.9) Information about the limits on the number of candidates to be invited
Envisaged number of candidates: []
or Envisaged minimum number: [] / Maximum number: []
Objective criteria for choosing the limited number of candidates:
II.2.10) Information about variants
☐ Variants will be accepted
II.2.11) Information about options
□ Options
Description of options:
II.2.12) Information about electronic catalogues
☐ Tenders must be presented in the form of electronic catalogues or include an electronic catalogue
II.2.13) Information about European Union funds
The procurement is related to a project and/or programme financed by European Union funds o yes no
Identification of the project:
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: siehe Ausschreibungsunterlagen
III.1.2) Economic and financial standing
Selection criteria as stated in the procurement documents
List and brief description of selection criteria:
Minimum level(s) of standards possibly required:
III.1.3) Technical and professional ability
Selection criteria as stated in the procurement documents
List and brief description of selection criteria: Minimum level(s) of standards possibly required:
III.1.5) Information about reserved contracts
☐ The contract is reserved to sheltered workshops and economic operators aiming at the social and professional integration of disabled or disadvantaged persons
☐ The execution of the contract is restricted to the framework of sheltered employment programmes

III.2) Conditions related to the contract				
III.2.1) Information about a particular profession(only for service contracts)				
☐ Execution of the service is reserved to a particular profession				
Reference to the relevant law, regulation or administrative provision:				
III.2.2) Contract performance conditions:				
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 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				
IV.1.3) Information about a framework agreement or a dynamic purchasing system				
▼ The procurement involves the establishment of a framework agreement				
Framework agreement with a single operator				
Framework agreement with several operators				
Envisaged maximum number of participants to the framework agreement:				
☐ The procurement involves the setting up of a dynamic purchasing system				
☐ The dynamic purchasing system might be used by additional purchasers				
In the case of framework agreements, provide justification for any duration exceeding 4 years:				
IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue				
Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated				
IV.1.5) Information about negotiation (only for competitive procedures with negotation)				
☐ The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations				
IV.1.6) Information about electronic auction				
☐ An electronic auction will be used				

lane de la companya d					
Additional information about electronic auction:	ot (CDA)				
IV.1.8) Information about the Government Procurement Agreemen					
The procurement is covered by the Government Procurement Agreement	t • yes no				
IV.2) Administrative information					
IV.2.1) Previous publication concerning this procedure Notice number in the OJ S: [][][][]/S [][][][][][][][][] (One of the following: Prior information notice; Notice on a buyer profile)				
IV.2.2) Time limit for receipt of tenders or requests to participate Date: (dd/mm/yyyy) 20/08/2020 Local time: (hh:mm) 11:00	IV.2.2) Time limit for receipt of tenders or requests to participate				
IV.2.3) Estimated date of dispatch of invitations to tender or to pa Date:(dd/mm/yyyy)	rticipate to selected cand	idates			
IV.2.4) Languages in which tenders or requests to participate may DE	be submitted				
IV.2.6) Minimum time frame during which the tenderer must main Tender must be valid until: (dd/mm/yyyy) or Duration in months: 3 (from the date stated for receipt of tender)	tain the tender				
IV.2.7) Conditions for opening of tenders Date: (dd/mm/yyyy)20/08/2020 Local time: (hh:mm)11:00 Place: ProVia Information about authorised persons and opening procedure:					
SECTION VI: COMPLEMENTARY INFORMATION VI.1) Information about recurrence This is a recurrent procurement on o yes					
Estimated timing for further notices to be published:					
VI.2) Information about electronic workflows ✓ Electronic ordering will be used					
✓ Electronic invoicing will be accepted					
✓ Electronic payment will be used					
VI.3) Additional information					
VI.4) Procedures for review					
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	0/0			
nternet-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:	Telephone:		
Internet-Address:(URL)	Fax:	Fax:		
VI.4.3) Review procedure Precise information on deadline(s) for review	ew procedures:			
VI.4.4) Service from which information	about the review procedure may b	e obtained		
Official name:				
Postal address:				
Town:	Postal code:	Country: Austria		
E-mail:	Telephone:	Telephone:		
Internet-Address:(URL)	Fax:	Fax:		

 $\pmb{\text{VI.5}) \textbf{ Date of dispatch of this notice: (dd/mm/yyyy):} 08/07/2020$

It is the contracting authority's/contracting entity's responsibility to ensure compliance with European Union law and any applicable laws.