

200482-2026 - Competition

Italy – IT services: consulting, software development, Internet and support – Affidamento delle soluzioni e servizi avanzati a supporto dell'Agenda Digitale della Regione Basilicata e dei servizi di contact center multicanale per la prenotazione delle prestazioni specialistiche ambulatoriali erogate dalle strutture sanitarie pubbliche regionali (CUP) e per l'assistenza degli utenti che accedono ai servizi online

OJ S 58/2026 24/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

Email: ufficio.appalti.servizi.forniture@cert.regione.basilicata.it

Legal type of the buyer: Regional authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Affidamento delle soluzioni e servizi avanzati a supporto dell'Agenda Digitale della Regione Basilicata e dei servizi di contact center multicanale per la prenotazione delle prestazioni specialistiche ambulatoriali erogate dalle strutture sanitarie pubbliche regionali (CUP) e per l'assistenza degli utenti che accedono ai servizi online

Description: Affidamento delle soluzioni e servizi avanzati a supporto dell'Agenda Digitale della Regione Basilicata e dei servizi di contact center multicanale per la prenotazione delle prestazioni specialistiche ambulatoriali erogate dalle strutture sanitarie pubbliche regionali (CUP) e per l'assistenza degli utenti che accedono ai servizi online

Procedure identifier: 642beec8-434e-4e11-b3f8-99682233b39a

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Town: POTENZA (PZ)

Country subdivision (NUTS): Potenza (ITF51)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 43 556 612,67 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Servizi di supporto ai progetti-processi di innovazione

Description: Servizi di supporto ai progetti-processi di innovazione

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: Variazione fino a concorrenza del quinto dell'importo del contratto

5.1.2. Place of performance

Country subdivision (NUTS): Potenza (ITF51)

Country: Italy

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Le Amministrazioni committenti si riservano di prorogare il contratto per una durata massima pari a 24 (ventiquattro) mesi.

5.1.5. Value

Estimated value excluding VAT: 23 426 956,16 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Offerta tecnica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 70

Criterion:

Type: Price

Description: Offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

5.1.11. Procurement documents

Address of the procurement documents: <https://www.sua-rb.it/PortaleAppalti/it/procedure/codice/G00552>

5.1.12. Terms of procurement**Terms of submission:**

Electronic submission: Allowed

Address for submission: <https://www.sua-rb.it/PortaleAppalti/it/procedure/codice/G00552>

Languages in which tenders or requests to participate may be submitted: Italian

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 11/05/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 270 Days

Information about public opening:

Opening date: 12/05/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Vedi documentazione di gara

5.1.15. Techniques**Framework agreement:**

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR per la Basilicata

Information about review deadlines: Vedi documentazione di gara

Organisation providing additional information about the procurement procedure: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

Organisation receiving requests to participate: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

5.1. Lot: LOT-0002

Title: Servizi di contact center multicanale per la prenotazione delle prestazioni specialistiche ambulatoriali (CUP) e per l'assistenza degli utenti che accedono ai servizi online

Description: Servizi di contact center multicanale per la prenotazione delle prestazioni specialistiche ambulatoriali (CUP) e per l'assistenza degli utenti che accedono ai servizi online

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 75122000 Administrative healthcare services

Options:

Description of the options: Variazione fino a concorrenza del quinto dell'importo del contratto

5.1.2. Place of performance

Country subdivision (NUTS): Potenza (ITF51)

Country: Italy

5.1.3. Estimated duration

Duration: 24 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: Le Amministrazioni committenti si riservano di prorogare il contratto per una durata massima pari a 24 (ventiquattro) mesi

5.1.5. Value

Estimated value excluding VAT: 20 129 656,51 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Offerta tecnica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 70

Criterion:

Type: Price

Description: Offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 30

5.1.11. Procurement documents

Address of the procurement documents: <https://www.sua-rb.it/PortaleAppalti/it/procedure/codice/G00552>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.sua-rb.it/PortaleAppalti/it/procedure/codice/G00552>

Languages in which tenders or requests to participate may be submitted: Italian

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 11/05/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 270 Days

Information about public opening:

Opening date: 12/05/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Vedi documentazione di gara

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR per la Basilicata

Information about review deadlines: Vedi documentazione di gara

Organisation providing additional information about the procurement procedure: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

Organisation receiving requests to participate: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

8. Organisations

8.1. ORG-0001

Official name: DIREZIONE GENERALE - UFFICIO APPALTI DI SERVIZI E FORNITURE

Registration number: 80002950766

Postal address: Via Vincenzo Verrastro n. 1

Town: POTENZA (PZ)

Postcode: 85100

Country subdivision (NUTS): Potenza (ITF51)

Country: Italy

Email: ufficio.appalti.servizi.forniture@cert.regione.basilicata.it

Telephone: 0971668249

Fax: 0971666836

Internet address: <http://regione.basilicata.it>

Buyer profile: <https://www.sua-rb.it>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

8.1. ORG-0002

Official name: TAR per la Basilicata

Registration number: 96003350764

Postal address: Via Rosica n. 89
Town: POTENZA (PZ)
Postcode: 85100
Country subdivision (NUTS): Potenza (ITF51)
Country: Italy
Email: tarpz-segrprotocolloamm@ga-cert.it
Telephone: 0971414111
Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: 875451ae-6855-4aab-bb47-756bbb227810 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 23/03/2026 13:57:38 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: Italian
Notice publication number: 200482-2026
OJ S issue number: 58/2026
Publication date: 24/03/2026