

282760-2026 - Competition

Italy – Social work services – Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro ex art. 59, comma 3 del D.Lgs. n. 36/2023 avente ad oggetto l'affidamento triennale del Servizio di assistenza per l'autonomia e la comunicazione personale degli alunni con disabilità frequentanti le scuole di ogni ordine e grado del Comune di Napoli per un importo superiore alle sogl

OJ S 80/2026 24/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: COMUNE DI NAPOLI

Email: inclusione.sociale@pec.comune.napoli.it

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro ex art. 59, comma 3 del D.Lgs. n. 36/2023 avente ad oggetto l'affidamento triennale del Servizio di assistenza per l'autonomia e la comunicazione personale degli alunni con disabilità frequentanti le scuole di ogni ordine e grado del Comune di Napoli per un importo superiore alle sogl

Description: Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro ex art. 59, comma 3 del D.Lgs. n. 36/2023 avente ad oggetto l'affidamento triennale del Servizio di assistenza per l'autonomia e la comunicazione personale degli alunni con disabilità frequentanti le scuole di ogni ordine e grado del Comune di Napoli per un importo superiore alle soglie europee con il criterio dell'offerta economicamente più vantaggiosa sulla base del miglior rapporto qualità/prezzo. Anni scolastici 2026/2027 - 2027/2028 - 2028/2029.

Procedure identifier: 4ee20e3b-bb41-4e76-91b3-4b59ae630ea5

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

2.1.2. Place of performance

Town: NAPOLI (NA)

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 143 194 340,21 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: 1

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0001

Title: Assistenza Specialistica Municipalità 1 e 2

Description: Assistenza Specialistica Municipalità 1 e 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

Options:

Description of the options: Variazione entro quinto d'obbligo e proroga contrattuale

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 18 730 718,58 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): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello metodologico e personalizzazione dell'intervento.

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

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e direzione del servizio

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Continuità educativa, appropriatezza professionale e stabilità del personale

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Certificazioni di qualità

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

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

Award criterion number: 8

Criterion:

Type: Price

Description: Offerta economica

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi documentazione di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0002

Title: Assistenza Specialistica Municipalità 3 e 5

Description: Assistenza Specialistica Municipalità 3 e 5

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

Options:

Description of the options: Variazione entro quinto d'obbligo e proroga contrattuale

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 33 981 233,63 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): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello metodologico e personalizzazione dell'intervento.

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

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e direzione del servizio

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Continuità educativa, appropriatezza professionale e stabilità del personale

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Certificazioni di qualità

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

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

Award criterion number: 8

Criterion:

Type: Price

Description: Offerta economica

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi documentazione di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0003

Title: Assistenza Specialistica Municipalità 4 e 6

Description: Assistenza Specialistica Municipalità 4 e 6

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

Options:

Description of the options: Variazione entro quinto d'obbligo e proroga contrattuale

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 33 662 449,38 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): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello metodologico e personalizzazione dell'intervento.

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

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e direzione del servizio

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Continuità educativa, appropriatezza professionale e stabilità del personale

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Certificazioni di qualità

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

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

Award criterion number: 8

Criterion:

Type: Price

Description: Offerta economica

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi documentazione di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0004

Title: Assistenza Specialistica Municipalità 7 e 8

Description: Assistenza Specialistica Municipalità 7 e 8

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

Options:

Description of the options: Variazione entro quinto d'obbligo e proroga contrattuale

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 30 349 243,76 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): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello metodologico e personalizzazione dell'intervento.

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

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e direzione del servizio

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Continuità educativa, appropriatezza professionale e stabilità del personale

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Certificazioni di qualità

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

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

Award criterion number: 8

Criterion:

Type: Price

Description: Offerta economica

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi documentazione di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI
Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0005

Title: Assistenza Specialistica Municipalità 9 e 10

Description: Assistenza Specialistica Municipalità 9 e 10

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85310000 Social work services

Options:

Description of the options: Variazione entro quinto d'obbligo e proroga contrattuale

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 26 470 694,86 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): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello metodologico e personalizzazione dell'intervento.

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

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e direzione del servizio

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Continuità educativa, appropriatezza professionale e stabilità del personale

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

Award criterion number: 27

Criterion:

Type: Quality

Description: Certificazioni di qualità

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

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

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

Award criterion number: 8

Criterion:

Type: Price

Description: Offerta economica

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05025>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 27/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 28/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central 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:**

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi documentazione di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

8. Organisations

8.1. ORG-0001

Official name: COMUNE DI NAPOLI

Registration number: 80014890638

Town: NAPOLI (NA)

Postcode: 80100

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

Email: inclusionesociale@pec.comune.napoli.it

Telephone: 0817953246

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: TAR CAMPANIA - NAPOLI

Registration number: 94028990631

Postal address: Piazza Municipio n. 64

Town: NAPOLI (NA)

Postcode: 80100

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

Email: tarna-segrprotocolloamm@ga-cert.it

Telephone: +39 081 7817100

Fax: +39 081 5529855

Internet address: <https://www.giustizia-amministrativa.it>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: ae6f07ac-c33b-4ec3-aa7c-58d45f08348d - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 23/04/2026 12:43:04 (UTC+02:00) Eastern European Time, Central European Summer Time

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