

## 312943-2026 - 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 88/2026 07/05/2026

Contract or concession notice – standard regime - Change notice  
Services

### 1. Buyer

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#### 1.1. Buyer

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

Email: [ufficio.appalti.servizi.forniture@cert.regione.basilicata.it](mailto: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

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#### 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

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### 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: 20/05/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 270 Days

**Information about public opening:**

Opening date: 21/05/2026 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:**

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

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Variants: Not allowed

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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

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**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](mailto: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](mailto:tarpz-segrprotocolloamm@ga-cert.it)  
Telephone: 0971414111  
**Roles of this organisation:**  
Review organisation

## 10. Change

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Version of the previous notice to be changed  
:  
875451ae-6855-4aab-bb47-756bbb227810-01

## Notice information

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Notice identifier/version: 4ed73320-45b9-4667-b701-c311fd03440a - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16  
Notice dispatch date: 05/05/2026 18:31:48 (UTC+02:00) Eastern European Time, Central European Summer Time  
Languages in which this notice is officially available: Italian  
Notice publication number: 312943-2026  
OJ S issue number: 88/2026  
Publication date: 07/05/2026