

344858-2026 - Competition

Italy – Computer-related management services – ID 8173 - Servizio di assistenza software on site a richiesta con emissione di ticket presso le sedi dell'Amministrazione e degli Enti della Regione Autonoma Friuli Venezia Giulia

OJ S 96/2026 20/05/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Insiel SpA con socio unico Regione Autonoma Friuli Venezia Giulia

Email: protocollo@pec.insiel.it

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: ID 8173 - Servizio di assistenza software on site a richiesta con emissione di ticket presso le sedi dell'Amministrazione e degli Enti della Regione Autonoma Friuli Venezia Giulia

Description: ID 8173 - Servizio di assistenza software on site a richiesta con emissione di ticket presso le sedi dell'Amministrazione e degli Enti della Regione Autonoma Friuli Venezia Giulia per un periodo di 48 mesi

Procedure identifier: c075ed22-5f82-4cca-b657-34471c3b3b70

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72510000 Computer-related management services

2.1.2. Place of performance

Town: Trieste

Postcode: 34133

Country subdivision (NUTS): Trieste (ITH44)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 7 650 176,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: ID 8173 - Servizio di assistenza software on site a richiesta con emissione di ticket presso le sedi dell'Amministrazione e degli Enti della Regione Autonoma Friuli Venezia Giulia
Description: ID 8173 - Servizio di assistenza software on site a richiesta con emissione di ticket presso le sedi dell'Amministrazione e degli Enti della Regione Autonoma Friuli Venezia Giulia

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72510000 Computer-related management services

5.1.2. Place of performance

Town: Trieste

Postcode: 34133

Country subdivision (NUTS): Trieste (ITH44)

Country: Italy

5.1.3. Estimated duration

Other duration: Unknown

5.1.5. Value

Estimated value excluding VAT: 7 650 176,00 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

5.1.7. Strategic procurement

Social objective promoted: Gender equality

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Criterio dell'offerta economicamente più vantaggiosa individuata sulla base del miglior rapporto qualità/prezzo ai sensi dell'art. 108 del D. Lgs. 36/2023

Description of the method to be used if weighting cannot be expressed by criteria: Criterio dell'offerta economicamente più vantaggiosa individuata sulla base del miglior rapporto qualità/prezzo ai sensi dell'art. 108 del D. Lgs. 36/2023

5.1.11. Procurement documents

Address of the procurement documents: <https://trasparenza.insiel.it/procedure?p=8173>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://eappalti.regione.fvg.it/web/index.html>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 30/06/2027 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

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

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 100

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunale amministrativo regionale per il Friuli Venezia Giulia

Organisation providing more information on the review procedures: Tribunale amministrativo regionale per il Friuli Venezia Giulia

8. Organisations

8.1. ORG-0001

Official name: Insiel SpA con socio unico Regione Autonoma Friuli Venezia Giulia

Registration number: 00118410323

Town: Trieste

Postcode: 34133

Country subdivision (NUTS): Trieste (ITH44)

Country: Italy

Contact point: Ufficio acquisti e gare

Email: protocollo@pec.insiel.it

Telephone: 0403737111

Buyer profile: <https://www.insiel.it>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Tribunale amministrativo regionale per il Friuli Venezia Giulia

Registration number: 80029240324

Town: trieste

Postcode: 34121

Country subdivision (NUTS): Trieste (ITH44)

Country: Italy

Email: ts_ricevimento_ricorsi_cpa@pec.ga-cert.it

Telephone: 0406724711

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 61e3beac-1885-4b40-b0a5-6a10255dc470 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 19/05/2026 10:05:52 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Italian

Notice publication number: 344858-2026

OJ S issue number: 96/2026

Publication date: 20/05/2026