

425394-2026 - Competition

Italy – Computer support and consultancy services – Help Desk Sanitario Avanzato

OJ S 118/2026 22/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ASL 4 - TERAMO

Email: aslteramo@raccomandata.eu

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Help Desk Sanitario Avanzato

Description: Procedura aperta per l'affidamento del servizio di "help-desk sanitario avanzato per la gestione di: screening oncologici, vaccinazioni, emergenze ed iniziative sanitarie" per le esigenze dell'ASL di Teramo.

Procedure identifier: b171f626-4cec-400e-9dee-7cf6563f53cc

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72600000 Computer support and consultancy services

2.1.2. Place of performance

Country subdivision (NUTS): Teramo (ITF12)

Country: Italy

Additional information: Informazioni supplementari

2.1.3. Value

Estimated value excluding VAT: 4 272 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0001

Title: Servizio di Help Desk Sanitario avanzato

Description: Servizio di Help Desk Sanitario avanzato

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72600000 Computer support and consultancy services

5.1.2. Place of performance

Country subdivision (NUTS): Teramo (ITF12)

Country: Italy

5.1.3. Estimated duration

Duration: 2 555 Days

5.1.5. Value

Estimated value excluding VAT: 4 272 000,00 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): no

5.1.7. Strategic procurement

Green Procurement Criteria: No Green Public Procurement criteria

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Enrolment in a relevant professional register

Description of selection criterion: Iscrizione ad un apposito albo professionale

Criterion: Enrolment in a trade register

Description of selection criterion: Iscrizione al registro di commercio

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Autorizzazione o appartenenza a una particolare organizzazione necessaria per gli appalti di servizi

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Autorizzazione o appartenenza a una particolare organizzazione necessaria per gli appalti di servizi

Criterion: General yearly turnover

Description of selection criterion: Fatturato generale annuo

Criterion: Average yearly turnover

Description of selection criterion: Fatturato medio annuo

Criterion: Specific average yearly turnover

Description of selection criterion: Fatturato medio annuo specifico

Criterion: Specific yearly turnover

Description of selection criterion: Fatturato specifico annuo

Criterion: Other economic or financial requirements

Description of selection criterion: Altri requisiti economici o finanziari

Criterion: Professional risk indemnity insurance

Description of selection criterion: Assicurazione professionale di indennizzo del rischio

Criterion: Other economic or financial requirements

Description of selection criterion: Altri requisiti economici o finanziari

Criterion: References on specified works

Description of selection criterion: Riferenze su lavori specifici

Criterion: References on specified deliveries

Description of selection criterion: Riferenze su forniture specifiche

Criterion: References on specified services

Description of selection criterion: Riferenze su servizi specifici

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Tecnici o organismi tecnici per il controllo della qualità

Criterion: Technicians or technical bodies to carry out the work

Description of selection criterion: Tecnici o organismi tecnici per l'esecuzione del lavoro

Criterion: Measures for ensuring quality

Description of selection criterion: Misure per garantire la qualità

Criterion: Study, technical and research facilities

Description of selection criterion: Strutture di studio, tecniche e di ricerca

Criterion: Supply chain management

Description of selection criterion: Gestione della catena di fornitura

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Tecnici o organismi tecnici per il controllo della qualità

Criterion: Environmental management measures

Description of selection criterion: Misure di gestione ambientale

Criterion: Average yearly manpower

Description of selection criterion: Media annuale della forza lavoro

Criterion: Number of managerial staff

Description of selection criterion: Numero di personale dirigenziale

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titoli di studio e professionali pertinenti

Criterion: Tools, plant, or technical equipment

Description of selection criterion: Strumenti, impianti o attrezzature tecniche

Criterion: Samples, descriptions, or photographs without certification of authenticity
Description of selection criterion: Campioni, descrizioni o fotografie senza certificazione di autenticità

Criterion: Samples, descriptions, or photographs with certification of authenticity for supply contracts

Description of selection criterion: Campioni, descrizioni o fotografie con certificazione di autenticità per contratti di fornitura

Criterion: Certificates by quality control institutes

Description of selection criterion: Certificati rilasciati da istituti di controllo della qualità

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Certificati rilasciati da organi indipendenti riguardanti standard di assicurazione della qualità

Criterion: Certificates by independent bodies about environmental management systems or standards

Description of selection criterion: Certificati rilasciati da organi indipendenti riguardanti sistemi o standard di gestione ambientale

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Offerta economicamente più vantaggiosa

5.1.11. Procurement documents

Deadline for requesting additional information: 30/06/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://giada.areacom.eu/Application/CustomDoc/DettaglioProcedura.asp?ID=308059>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://giada.areacom.eu>

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

Electronic catalogue: Required

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Deadline for receipt of tenders: 27/07/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Terms of contract:

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

Conditions relating to the performance of the contract: Prestazioni

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

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 Abruzzo

Information about review deadlines: Vedi capitolato

Procurement service provider: ANAC AUTORITA NAZIONALE ANTICORRUZIONE

8. Organisations

8.1. ORG-0001

Official name: ASL 4 - TERAMO

Registration number: 00115590671

Town: Teramo

Postcode: 64100

Country subdivision (NUTS): Teramo (ITF12)

Country: Italy

Contact point: Maria Teresa D'Eugenio

Email: aslteramo@raccomandata.eu

Telephone: 08623477

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: TAR Abruzzo

Registration number: 93002040660

Town: L'Aquila

Postcode: 67100

Country subdivision (NUTS): L'Aquila (ITF11)

Country: Italy

Contact point: TAR Abruzzo

Email: tarag-segrprotocolloamm@ga-cert.it

Telephone: 08623477

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: ANAC AUTORITA NAZIONALE ANTICORRUZIONE

Registration number: 97584460584

Town: Roma

Postcode: 00187

Country subdivision (NUTS): Roma (ITI43)

Country: Italy

Contact point: ANAC AUTORITA NAZIONALE ANTICORRUZIONE

Email: protocollo@pec.anticorruzione.it

Telephone: 06367231

Roles of this organisation:

Notice information

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