

505177-2026 - Competition

Italy – Writing agency services – Organizzazione e gestione del servizio di contact center
Superabile Inail
OJ S 139/2026 22/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: DIREZIONE CENTRALE ACQUISTI

Email: DCACQUISTI@POSTACERT.INAIL.IT

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Organizzazione e gestione del servizio di contact center Superabile Inail

Description: La presente procedura ha per oggetto l'organizzazione e la gestione del servizio di Contact Center "SuperAbile INAIL" in modo integrato per l'attività di informazione e consulenza in tema di disabilità e, segnatamente, delle seguenti componenti in cui esso si articola: • Call center • Portale • Rivista • Canali social • Iniziative di promozione e servizi accessori

Procedure identifier: 9245bebc-fe44-4bb6-ba8d-28f1ee87c732

Internal identifier: 6480081

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92312211 Writing agency services

2.1.2. Place of performance

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Additional information: www.acquistinretepa.it

2.1.3. Value

Estimated value excluding VAT: 11 298 345,65 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

d.lgs. 36/2023

Applicable cross-border law: no

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: 6480081 - SuperAbile Inail

Description: 6480081 - SuperAbile Inail

Internal identifier: LOTTO 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 92312211 Writing agency services

5.1.2. Place of performance

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Additional information: <https://www.inail.it/portale/it/amministrazione-trasparente/bandi-di-gara-e-contratti/bandi-di-gara/dettaglio.bando-di-gara.2026.07.bando-s01165400589202400137-affidamento-dell-organizzazione-e-della-gestione-d.html>

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 11 298 345,65 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: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

5.1.11. Procurement documents

Address of the procurement documents: <https://www.inail.it/portale/it/amministrazione-trasparente/bandi-di-gara-e-contratti/bandi-di-gara/dettaglio.bando-di-gara.2026.07.bando-s01165400589202400137-affidamento-dell-organizzazione-e-della-gestione-d.html>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.acquistinretepa.it>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 15/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 270 Days

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: no

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 LAZIO

Information about review deadlines: come da disciplinare

8. Organisations

8.1. ORG-0001

Official name: DIREZIONE CENTRALE ACQUISTI

Registration number: 01165400589

Postal address: Piazzale Giulio Pastore 6

Town: ROMA

Postcode: 00144

Country subdivision (NUTS): Roma (ITI43)

Country: Italy

Email: DCACQUISTI@POSTACERT.INAIL.IT

Telephone: +39 335 428 429

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: TAR LAZIO

Registration number: 80195990587

Department: Tribunale amministrativo regionale

Postal address: via Flaminia 189

Town: Roma

Postcode: 00196

Country subdivision (NUTS): Roma (ITI43)

Country: Italy

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 572f722f-853e-44df-9136-57eca7d4ad23 - 01

Form type: Competition

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