

510184-2026 - Competition

Italy – Helpdesk and support services – SEFAP26055. Procedura aperta per l'affidamento dei servizi di Help Desk, Cybersecurity e licenze accessorie per le esigenze di Giubileo 2025 S.p.A.

OJ S 140/2026 23/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Giubileo 2025 S.p.A.

Email: acquistieappalti@societagiubileo2025.legalmail.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: SEFAP26055. Procedura aperta per l'affidamento dei servizi di Help Desk, Cybersecurity e licenze accessorie per le esigenze di Giubileo 2025 S.p.A.

Description: SEFAP26055. Procedura aperta per l'affidamento dei servizi di Help Desk, Cybersecurity e licenze accessorie per le esigenze di Giubileo 2025 S.p.A.

Procedure identifier: 7490aec1-cb12-4405-90f6-edebf9ffe7f8

Internal identifier: SEFAP26055

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Postal address: Piazza della Croce Rossa 1

Town: Roma

Postcode: 00161

Country subdivision (NUTS): Roma (IT143)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 454 728,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations set under purely national exclusion grounds:

5. Lot

5.1. Lot: LOT-0001

Title: SEFAP26055. Procedura aperta per l'affidamento dei servizi di Help Desk, Cybersecurity e licenze accessorie per le esigenze di Giubileo 2025 S.p.A.

Description: SEFAP26055. Procedura aperta per l'affidamento dei servizi di Help Desk, Cybersecurity e licenze accessorie per le esigenze di Giubileo 2025 S.p.A.

Internal identifier: SEFAP26055

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Options:

Description of the options: la stazione appaltante si riserva di prorogare il contratto per una durata massima pari a 24 mesi ai prezzi, patti e condizioni stabiliti nel contratto. L'importo stimato di tale opzione è pari a € 227.364,00 al netto di Iva.

5.1.2. Place of performance

Postal address: Piazza della Croce Rossa 1

Town: Roma

Postcode: 00161

Country subdivision (NUTS): Roma (IT143)

Country: Italy

5.1.3. Estimated duration

Duration: 24 Months

5.1.5. Value

Estimated value excluding VAT: 454 728,00 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Enrolment in a trade register

Description of selection criterion: Iscrizione nel Registro delle Imprese oppure nell'Albo delle Imprese artigiane per attività pertinenti con quelle oggetto della presente procedura di gara.

Criterion: References on specified services

Description of selection criterion: Esecuzione negli ultimi dieci anni dalla data di pubblicazione della gara di almeno n. 2 servizi analoghi a quelli oggetto di affidamento (id est servizi di Help Desk) di importo minimo per ciascun contratto pari a € 150.000,00.

Criterion: Other economic or financial requirements

Description of selection criterion: Fatturato globale maturato nei migliori tre anni degli ultimi cinque precedenti a quello in cui è stata pubblicata la gara almeno pari € 700.000,00 IVA esclusa.

5.1.10. Award criteria

Criterion:

Type: Quality

Name: offerta economicamente più vantaggiosa

Description: offerta economicamente più vantaggiosa

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: Italian

Address of the procurement documents: <https://www.portalegare.societagiubileo2025.it/esop/guest/go/opportunity/detail?opportunityId=5803>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://portalegare.societagiubileo2025.it>

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

Electronic catalogue: Not allowed

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

Description of the financial guarantee: L'offerta è corredata, a pena di esclusione, da una garanzia provvisoria pari al 2% del valore complessivo dell'appalto e precisamente di importo pari ad € 9.094,56, costituita in data certa anteriore al termine di presentazione delle offerte, resa a favore della presente stazione appaltante e sottoscritta da un soggetto legittimato a rilasciare la garanzia e ad impegnare il concorrente. Si applicano le riduzioni di cui all'articolo 106, comma 8 del Codice.

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: 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:

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

Organisation providing additional information about the procurement procedure: Giubileo 2025 S.p.A.

Organisation providing offline access to the procurement documents: Giubileo 2025 S.p.A.

Organisation providing more information on the review procedures: TAR Lazio

Organisation receiving requests to participate: Giubileo 2025 S.p.A.

Organisation processing tenders: Giubileo 2025 S.p.A.

8. Organisations

8.1. ORG-0001

Official name: Giubileo 2025 S.p.A.

Registration number: 16791301001

Postal address: Piazza della Croce Rossa 1

Town: Roma

Postcode: 00161

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Email: acquistieappalti@societagiubileo2025.legalmail.it

Telephone: 0000

Internet address: <https://societagiubileo2025.it>

Information exchange endpoint (URL): <https://portalegare.societagiubileo2025.it>

Buyer profile: <https://societagiubileo2025.it>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

Official name: TAR Lazio

Registration number: 80195990587

Postal address: Via Flaminia 189

Town: Roma

Postcode: 00196

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Internet address: <https://giustiziaamministrativa.it>

Information exchange endpoint (URL): <https://giustiziaamministrativa.it>

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Notice information

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