

542982-2026 - Competition

Italy – Home-help services – Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro. avente ad oggetto l'affidamento triennale del Servizio di assistenza domiciliare e dei Servizi di prossimità e di comunità, di sollievo per il caregiver e di supporto e orientamento c.d. SAD integrato. Annualità 2027/2028/2029.

OJ S 149/2026 05/08/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: COMUNE DI NAPOLI

Email: inclusione.sociale@pec.comune.napoli.it

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro. avente ad oggetto l'affidamento triennale del Servizio di assistenza domiciliare e dei Servizi di prossimità e di comunità, di sollievo per il caregiver e di supporto e orientamento c.d. SAD integrato. Annualità 2027/2028/2029.

Description: Procedura aperta, suddivisa in cinque lotti, finalizzata alla conclusione, per ciascun lotto, di un Accordo Quadro. avente ad oggetto l'affidamento triennale del Servizio di assistenza domiciliare e dei Servizi di prossimità e di comunità, di sollievo per il caregiver e di supporto e orientamento c.d. SAD integrato. Annualità 2027/2028/2029.

Procedure identifier: 58c8e7c1-646c-4ee8-9bf6-2ae5b9b6f727

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

2.1.2. Place of performance

Town: NAPOLI (NA)

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 53 546 297,46 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: 1

2.1.6. Grounds for exclusion

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

5. Lot

5.1. Lot: LOT-0001

Title: SAD INTEGRATO Municipalità I e II

Description: SAD INTEGRATO Municipalità I e II

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

Options:

Description of the options: Proroga e variazione entro il quinto

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 9 102 458,61 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: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello integrativo e progettazione individualizzata

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e presidio territoriale

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: Continuità assistenziale, personale e gestione delle assenze

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 22

Criterion:

Type: Quality

Description: Rete di prossimità e volontariato organizzato

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazioni di qualità

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: Offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 24/09/2026 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi disciplinare di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0002

Title: SAD INTEGRATO Municipalità III e V

Description: SAD INTEGRATO Municipalità III e V

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 10 161 150,32 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: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello integrativo e progettazione individualizzata

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e presidio territoriale

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: Continuità assistenziale, personale e gestione delle assenze

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 22

Criterion:

Type: Quality

Description: Rete di prossimità e volontariato organizzato

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazioni di qualità

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 24/09/2026 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi disciplinare di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0003

Title: SAD INTEGRATO Municipalità IV e VI

Description: SAD INTEGRATO Municipalità IV e VI

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 11 444 722,04 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: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello integrativo e progettazione individualizzata

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e presidio territoriale

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: Continuità assistenziale, personale e gestione delle assenze

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 22

Criterion:

Type: Quality

Description: Rete di prossimità e volontariato organizzato

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazioni di qualità

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 24/09/2026 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi disciplinare di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0004

Title: SAD INTEGRATO Municipalità VII e VIII

Description: SAD INTEGRATO Municipalità VII e VIII

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 12 665 482,42 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: European Single Procurement Document (ESPD)

5.1.10. Award criteria**Criterion:**

Type: Quality

Description: Modello integrativo e progettazione individualizzata

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e presidio territoriale

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: Continuità assistenziale, personale e gestione delle assenze

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 22

Criterion:

Type: Quality

Description: Rete di prossimità e volontariato organizzato

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazioni di qualità

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 24/09/2026 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi disciplinare di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

5.1. Lot: LOT-0005

Title: SAD INTEGRATO Municipalità IX e X

Description: SAD INTEGRATO Municipalità IX e X

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98513310 Home-help services

5.1.2. Place of performance

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

5.1.3. Estimated duration

Duration: 36 Months

5.1.5. Value

Estimated value excluding VAT: 10 172 484,07 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: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Modello integrativo e progettazione individualizzata

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 23

Criterion:

Type: Quality

Description: Governance organizzativa e presidio territoriale

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 20

Criterion:

Type: Quality

Description: Continuità assistenziale, personale e gestione delle assenze

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 22

Criterion:

Type: Quality

Description: Rete di prossimità e volontariato organizzato

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Quality

Description: Certificazioni di qualità

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 5

Criterion:

Type: Quality

Description: Servizi migliorativi

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

Criterion:

Type: Price

Description: offerta economica

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://acquistitelematici.comune.napoli.it/PortaleAppalti/it/procedure/codice/G05299>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Information about public opening:

Opening date: 24/09/2026 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:

Framework agreement, partly without reopening and partly with reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: TAR CAMPANIA - NAPOLI

Information about review deadlines: vedi disciplinare di gara

Organisation providing additional information about the procurement procedure: COMUNE DI NAPOLI

Organisation providing more information on the review procedures: COMUNE DI NAPOLI

Organisation receiving requests to participate: COMUNE DI NAPOLI

8. Organisations

8.1. ORG-0001

Official name: COMUNE DI NAPOLI

Registration number: 80014890638

Town: NAPOLI (NA)

Postcode: 80100

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

Email: inclusione.sociale@pec.comune.napoli.it

Telephone: 0817953201

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: TAR CAMPANIA - NAPOLI

Registration number: 94028990631

Postal address: Piazza Municipio n. 64

Town: NAPOLI (NA)

Postcode: 80100

Country subdivision (NUTS): Napoli (ITF33)

Country: Italy

Email: tarna-segrprotocolloamm@ga-cert.it

Telephone: +39 081 7817100

Fax: +39 081 5529855

Internet address: <https://www.giustizia-amministrativa.it>

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 5b8a7591-6996-4dc3-97bc-03d0a7728191 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 04/08/2026 14:45:47 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: Italian

Notice publication number: 542982-2026

OJ S issue number: 149/2026

Publication date: 05/08/2026