

## 543259-2026 - Competition

Italy – Market research services – Gara customer satisfaction per le ricerche di mercato dei passeggeri dei servizi di trasporto offerti da Trenitalia S.p.A. e Trenitalia TPER S.c.a.r.l.

OJ S 149/2026 05/08/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: Trenitalia S.p.A.

Email: [staff\\_marketing@cert.trenitalia.it](mailto:staff_marketing@cert.trenitalia.it)

Activity of the contracting entity: Railway services

### 2. Procedure

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#### 2.1. Procedure

Title: Gara customer satisfaction per le ricerche di mercato dei passeggeri dei servizi di trasporto offerti da Trenitalia S.p.A. e Trenitalia TPER S.c.a.r.l.

Description: Gara Customer Satisfaction per le ricerche di mercato dei passeggeri dei servizi di trasporto.

Procedure identifier: 601d2ef8-357a-4dd8-822e-791999a7dcd1

Internal identifier: ID APPALTO 67329

Type of procedure: Open

The procedure is accelerated: no

##### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79310000 Market research services

##### 2.1.2. Place of performance

Town: roma

Postcode: 00161

Country subdivision (NUTS): Roma (IT143)

Country: Italy

##### 2.1.3. Value

Estimated value excluding VAT: 8 365 200,00 EUR

##### 2.1.4. General information

Legal basis:

Directive 2014/25/EU

##### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

### 5. Lot

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#### 5.1. Lot: LOT-0001

Title: Gara per l'affidamento del servizio avente ad oggetto le ricerche di Customer Satisfaction dei passeggeri dei servizi di trasporto

Description: Gara per l'affidamento del servizio avente ad oggetto le ricerche di Customer Satisfaction dei passeggeri dei servizi di trasporto offerti da Trenitalia S.p.A. e Trenitalia TPER S.C.a.r.l.

Internal identifier: ID APPALTO 67329

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79310000 Market research services

##### **Options:**

Description of the options: Proroga ai medesimi prezzi, patti e condizioni fino ad un massimo di 24 mesi (frazione minima: 6 mesi)

#### **5.1.2. Place of performance**

Town: roma

Country subdivision (NUTS): Roma (IT143)

Country: Italy

Additional information: id appalto 67329

#### **5.1.3. Estimated duration**

Other duration: Unknown

#### **5.1.4. Renewal**

Maximum renewals: 1

#### **5.1.5. Value**

Estimated value excluding VAT: 8 365 200,00 EUR

#### **5.1.6. General information**

##### **Reserved participation:**

Participation is not reserved.

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

Description: si rinvia al Disciplinare di gara (offerta economicamente più vantaggiosa)

#### **5.1.11. Procurement documents**

Deadline for requesting additional information: 15/09/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://eprocurement.gruppofs.it/>

#### **5.1.12. Terms of procurement**

##### **Terms of submission:**

Electronic submission: Allowed

Address for submission: <https://eprocurement.gruppofs.it>

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

Electronic catalogue: Allowed

Description of the financial guarantee: Si rinvia al Disciplinare di gara

Deadline for receipt of tenders: 30/09/2026 13:00:00 (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

Conditions relating to the performance of the contract: Si rinvia al Disciplinare di Gara

Financial arrangement: si rinvia al Disciplinare di Gara

**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: Si rinvia al Disciplinare di gara

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

## 8. Organisations

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**8.1. ORG-0001**

Official name: Trenitalia S.p.A.

Registration number: 05403151003

Town: Roma

Postcode: 00161

Country subdivision (NUTS): Roma (ITI43)

Country: Italy

Email: [staff\\_marketing@cert.trenitalia.it](mailto:staff_marketing@cert.trenitalia.it)

Telephone: 064410

**Roles of this organisation:**

Buyer

Organisation providing additional information about the procurement procedure

**8.1. ORG-0002**

Official name: Tar Lazio

Registration number: 80195990587

Town: roma

Postcode: 00196

Country subdivision (NUTS): Roma (ITI43)

Country: Italy

Email: [tarrm-segrprotocolloamm@ga-cert.it](mailto:tarrm-segrprotocolloamm@ga-cert.it)

Telephone: 06328721

**Roles of this organisation:**

Review organisation

## Notice information

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Form type: Competition

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