

626768-2026 - Competition

Italy – Maintenance of information technology software – SERVIZIO di UTILIZZO CONTINUATIVO SISTEMA WEB INTEGRATO IN MODALIT SOFTWARE AS A SERVICE (SAAS) PER GESTIONE, MONITORAGGIO E CONTROLLO dei SERVIZI di RACCOLTA RIFIUTI

OJ S 176/2026 11/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ConSer VCO spa

Email: rup@pec.conservco.it

Legal type of the buyer: Public undertaking, controlled by a local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: SERVIZIO di UTILIZZO CONTINUATIVO SISTEMA WEB INTEGRATO IN MODALIT SOFTWARE AS A SERVICE (SAAS) PER GESTIONE, MONITORAGGIO E CONTROLLO dei SERVIZI di RACCOLTA RIFIUTI

Description: SERVIZIO di UTILIZZO CONTINUATIVO SISTEMA WEB INTEGRATO IN MODALIT SOFTWARE AS A SERVICE (SAAS) PER GESTIONE, MONITORAGGIO E CONTROLLO dei SERVIZI di RACCOLTA RIFIUTI

Procedure identifier: 5e8fee2d-c090-48cb-ae6-612851c3e8

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 32441200 Telemetry and control equipment, 72263000

Software implementation services, 51610000 Installation services of computers and information-processing equipment, 80533100 Computer training services

2.1.2. Place of performance

Town: Via Olanda n. 55 VERBANIA (VB)

Country subdivision (NUTS): Verbano-Cusio-Ossola (ITC14)

Country: Italy

2.1.3. Value

Estimated value excluding VAT: 3 927 000,00 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 UTILIZZO CONTINUATIVO SISTEMA WEB INTEGRATO IN MODALIT SOFTWARE AS A SERVICE (SAAS) PER GESTIONE, MONITORAGGIO E CONTROLLO dei SERVIZI di RACCOLTA RIFIUTI

Description: SERVIZIO di UTILIZZO CONTINUATIVO SISTEMA WEB INTEGRATO IN MODALIT SOFTWARE AS A SERVICE (SAAS) PER GESTIONE, MONITORAGGIO E CONTROLLO dei SERVIZI di RACCOLTA RIFIUTI

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267100 Maintenance of information technology software

Additional classification (cpv): 32441200 Telemetry and control equipment, 72263000

Software implementation services, 51610000 Installation services of computers and information-processing equipment, 80533100 Computer training services

Options:

Description of the options: Ai sensi dell'art.120 comma 9 del Codice, qualora, in corso di esecuzione, si renda necessario un aumento o diminuzione delle prestazioni, fino alla concorrenza del quinto dell'importo del contratto, la stazione appaltante può imporre all'appaltatore l'esecuzione alle condizioni originariamente previste. Ai sensi dell'articolo 120 comma 1 del Codice, la stazione appaltante si riserva, in corso di esecuzione, di sostituire l'aggiudicatario iniziale con un nuovo contraente al verificarsi delle fattispecie indicate nel disciplinare di gara.

5.1.2. Place of performance

Town: Via Olanda n. 55 VERBANIA (VB)

Country subdivision (NUTS): Verbano-Cusio-Ossola (ITC14)

Country: Italy

5.1.3. Estimated duration

Start date: 01/12/2026

Duration end date: 31/12/2032

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: La stazione appaltante si riserva di prorogare il contratto ai sensi dell'art. 120, comma 10, del Codice, per le attività di gestione a canone dei servizi SaaS e manutenzione dispositivi, per una durata massima di ulteriori 60 (sessanta) mesi.

5.1.5. Value

Estimated value excluding VAT: 3 927 000,00 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

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: HW - Requisiti dell'hardware HW1 - Terminali sui mezzi

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

Award criterion number: 8

Criterion:

Type: Quality

Description: HW - Requisiti dell'hardware HW4 - Rilevazione segnale dei mezzi

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

Award criterion number: 4,5

Criterion:

Type: Quality

Description: TC - Requisiti delle tecnologie e dell'integrazione TC1 - Utilizzo del sistema e accesso ai dati

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

Award criterion number: 6

Criterion:

Type: Quality

Description: TC - Requisiti delle tecnologie e dell'integrazione TC2 - Integrazione con i sistemi ConSer VCO

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

Award criterion number: 2

Criterion:

Type: Quality

Description: TC - Requisiti delle tecnologie e dell'integrazione TC3 - Importazione ed esportazione dati

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

Award criterion number: 5,5

Criterion:

Type: Quality

Description: TC - Requisiti delle tecnologie e dell'integrazione TC4 - CRM integrato

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

Award criterion number: 9

Criterion:

Type: Quality

Description: AN - Requisiti anagrafici degli oggetti gestiti AN2 - Gestione stradario e cartografia

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

Award criterion number: 0,5

Criterion:

Type: Quality

Description: AN - Requisiti anagrafici degli oggetti gestiti AN3 - Rifiuti, Servizi e Utenze

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

Award criterion number: 1,5

Criterion:

Type: Quality

Description: AN - Requisiti anagrafici degli oggetti gestiti AN5 - Gestione automezzi

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

Award criterion number: 2

Criterion:

Type: Quality

Description: AN - Requisiti anagrafici degli oggetti gestiti AN1 - Gestione utenti

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

Award criterion number: 0,5

Criterion:

Type: Quality

Description: SV - Requisiti per la configurazione dei sevizi SV2 - Gestione delle zone di erogazione dei servizi

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

Award criterion number: 4,5

Criterion:

Type: Quality

Description: PI - Requisiti per la pianificazione di servizi e missioni PI1 - Gestione del calendario di erogazione dei servizi

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

Award criterion number: 2

Criterion:

Type: Quality

Description: PI - Requisiti per la pianificazione di servizi e missioni PI2 - Pianificazione delle missioni, sia a calendario sia a richiesta

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

Award criterion number: 9,5

Criterion:

Type: Quality

Description: PI - Requisiti per la pianificazione di servizi e missioni PI3 - Gestione dei turni di lavoro degli addetti

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

Award criterion number: 3,5

Criterion:

Type: Quality

Description: MO - Requisiti per il monitoraggio di missioni e reporting MO1 - Strumenti di controllo delle missioni in corso e pianificate

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

Award criterion number: 4

Criterion:

Type: Quality

Description: MO - Requisiti per il monitoraggio di missioni e reporting MO2 - Strumenti di rilevazione delle criticità nella pianificazione

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

Award criterion number: 1,5

Criterion:

Type: Quality

Description: MO - Requisiti per il monitoraggio di missioni e reporting MO4 - Navigazione assistita della missione

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

Award criterion number: 1,5

Criterion:

Type: Quality

Description: MO - Requisiti per il monitoraggio di missioni e reporting MO6 - Reportistica interna e a fini Arera

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

Award criterion number: 1

Criterion:

Type: Quality

Description: Adempimenti NIS2 Questionario CLUSIT

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

Award criterion number: 2

Criterion:

Type: Quality

Description: Adempimenti NIS2 Certificazioni

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

Award criterion number: 1

Criterion:

Type: Price

Description: Realizzazione infrastruttura - investimento software e servizi

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

Award criterion number: 7

Criterion:

Type: Price

Description: Fornitura e installazioni hardware su veicoli

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

Award criterion number: 10

Criterion:

Type: Price

Description: Servizi di formazione in fase di avvio

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

Award criterion number: 1

Criterion:

Type: Price

Description: Servizi di manutenzione evolutiva/personalizzazione post-avvio

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

Award criterion number: 2

Criterion:

Type: Price

Description: Servizi a canone

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

Award criterion number: 10

5.1.11. Procurement documents

Address of the procurement documents: <https://verbania-appalti.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G09059>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://verbania-appalti.maggiolicloud.it/PortaleAppalti/it/procedure/codice/G09059>

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

Electronic catalogue: Allowed

Variants: Allowed

Deadline for receipt of tenders: 14/10/2026 18:00:00 (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: 19/10/2026 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: yes

Electronic payment will be used: yes

Financial arrangement: Vedi documentazione 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: Tribunale Amministrativo del Piemonte

Organisation providing additional information about the procurement procedure: ConSer VCO spa

Organisation providing more information on the review procedures: ConSer VCO spa

Organisation receiving requests to participate: ConSer VCO spa

8. Organisations

8.1. ORG-0001

Official name: ConSer VCO spa

Registration number: 93024180031

Postal address: via Olanda n. 55

Town: VERBANIA (VB)

Postcode: 28922

Country subdivision (NUTS): Verbano-Cusio-Ossola (ITC14)

Country: Italy

Email: rup@pec.conservco.it

Telephone: 0324238314

Fax: 0323556347

Internet address: <https://www.conservco.it/>

Buyer profile: <https://www.conservco.it/>

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: Tribunale Amministrativo del Piemonte

Registration number: 96574140016

Postal address: via Confienza n. 10

Town: TORINO (TO)

Postcode: 10100

Country subdivision (NUTS): Torino (ITC11)

Country: Italy

Email: tarto-segrprotocolloamm@ga-cert.it

Telephone: 0115576411

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

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: f7a1cbb6-4ca3-4f92-8153-f9a4fa324386 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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