

685270-2026 - Competition

Italy – Miscellaneous services – SERVIZIO DI PRENOTAZIONE DELLE PRESTAZIONI SANITARIE E CASSA

OJ S 192/2026 05/10/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: A.O. "SANT'ANNA E SAN SEBASTIANO"

Email: direzionegenerale@ospedalecasertapec.it

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: SERVIZIO DI PRENOTAZIONE DELLE PRESTAZIONI SANITARIE E CASSA

Description: PROCEDURA DI GARA APERTA E TELEMATICA PER L'AFFIDAMENTO DEL SERVIZIO TRIENNALE DI PRENOTAZIONE DELLE PRESTAZIONI SANITARIE E CASSA (CUP, ALPI, CALL CENTER) PER LE ESIGENZE DELL'A.O.R.N. "S. ANNA E S. SEBASTIANO" DI CASERTA

Procedure identifier: 77b67095-1adf-4fec-890f-33e873834530

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98300000 Miscellaneous services

2.1.2. Place of performance

Country subdivision (NUTS): Caserta (ITF31)

Country: Italy

Additional information: Informazioni supplementari

2.1.3. Value

Estimated value excluding VAT: 3 580 200,00 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: 2

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: Sportello di prenotazione e cassa (front office e back office)

Description: Sportello di prenotazione e cassa (front office e back office)

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98300000 Miscellaneous services

5.1.2. Place of performance

Country subdivision (NUTS): Caserta (ITF31)

Country: Italy

5.1.3. Estimated duration

Duration: 1 095 Days

5.1.5. Value

Estimated value excluding VAT: 2 733 600,00 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

5.1.7. Strategic procurement

Green Procurement Criteria: No Green Public Procurement criteria

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Study, technical and research facilities

Description of selection criterion: Strutture di studio, tecniche e di ricerca

Criterion: Tools, plant, or technical equipment

Description of selection criterion: Strumenti, impianti o attrezzature tecniche

Criterion: Environmental management measures

Description of selection criterion: Misure di gestione ambientale

Criterion: Measures for ensuring quality

Description of selection criterion: Misure per garantire la qualità

Criterion: Supply chain management

Description of selection criterion: Gestione della catena di fornitura

Criterion: Certificates by quality control institutes

Description of selection criterion: Certificati rilasciati da istituti di controllo della qualità

Criterion: Samples, descriptions, or photographs with certification of authenticity for supply contracts

Description of selection criterion: Campioni, descrizioni o fotografie con certificazione di autenticità per contratti di fornitura

Criterion: Samples, descriptions, or photographs without certification of authenticity

Description of selection criterion: Campioni, descrizioni o fotografie senza certificazione di autenticità

Criterion: References on specified services

Description of selection criterion: Riferenze su servizi specifici

Criterion: References on specified deliveries

Description of selection criterion: Riferenze su forniture specifiche

Criterion: References on specified works

Description of selection criterion: Riferenze su lavori specifici

Criterion: Relevant educational and professional qualifications

Description of selection criterion: Titoli di studio e professionali pertinenti

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Tecnici o organismi tecnici per il controllo della qualità

Criterion: Technicians or technical bodies for quality control

Description of selection criterion: Tecnici o organismi tecnici per il controllo della qualità

Criterion: Technicians or technical bodies to carry out the work

Description of selection criterion: Tecnici o organismi tecnici per l'esecuzione del lavoro

Criterion: Average yearly manpower

Description of selection criterion: Media annuale della forza lavoro

Criterion: Number of managerial staff

Description of selection criterion: Numero di personale dirigenziale

Criterion: Certificates by independent bodies about environmental management systems or standards

Description of selection criterion: Certificati rilasciati da organi indipendenti riguardanti sistemi o standard di gestione ambientale

Criterion: Certificates by independent bodies about quality assurance standards

Description of selection criterion: Certificati rilasciati da organi indipendenti riguardanti standard di assicurazione della qualità

Criterion: Professional risk indemnity insurance

Description of selection criterion: Assicurazione professionale di indennizzo del rischio

Criterion: Other economic or financial requirements

Description of selection criterion: Altri requisiti economici o finanziari

Criterion: Other economic or financial requirements

Description of selection criterion: Altri requisiti economici o finanziari

Criterion: Average yearly turnover

Description of selection criterion: Fatturato medio annuo

Criterion: General yearly turnover

Description of selection criterion: Fatturato generale annuo

Criterion: Specific yearly turnover

Description of selection criterion: Fatturato specifico annuo

Criterion: Specific average yearly turnover

Description of selection criterion: Fatturato medio annuo specifico

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Autorizzazione o appartenenza a una particolare organizzazione necessaria per gli appalti di servizi

Criterion: Authorisation or membership of a particular organisation needed for service contracts

Description of selection criterion: Autorizzazione o appartenenza a una particolare organizzazione necessaria per gli appalti di servizi

Criterion: Enrolment in a relevant professional register

Description of selection criterion: Iscrizione ad un apposito albo professionale

Criterion: Enrolment in a trade register

Description of selection criterion: Iscrizione al registro di commercio

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Offerta economicamente più vantaggiosa

5.1.11. Procurement documents

Deadline for requesting additional information: 23/09/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://portale.soresa.it/aflink/direct/link/?id=4738122>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <http://siaps.soresa.it>

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

Electronic catalogue: Required

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

Deadline for receipt of tenders: 14/10/2026 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

Conditions relating to the performance of the contract: Prestazioni

Electronic invoicing: Required

Electronic ordering will be used: yes

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 Campania – Napoli

Information about review deadlines: Vedi capitolato

5.1. Lot: LOT-0002

Title: Servizio telefonico di prenotazione (call center e recall)

Description: Servizio telefonico di prenotazione (call center e recall)

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98300000 Miscellaneous services

5.1.2. Place of performance

Country subdivision (NUTS): Caserta (ITF31)

Country: Italy

5.1.3. Estimated duration

Duration: 1 095 Days

5.1.5. Value

Estimated value excluding VAT: 846 600,00 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

5.1.7. Strategic procurement

Green Procurement Criteria: No Green Public Procurement criteria

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Conditions relating to the performance of the contract: Prestazioni

Electronic invoicing: Required

Electronic ordering will be used: yes

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 Campania – Napoli

Information about review deadlines: Vedi capitolato

8. Organisations

8.1. ORG-0001

Official name: A.O. "SANT'ANNA E SAN SEBASTIANO"

Registration number: 02201130610

Town: Caserta

Postcode: 81100

Country subdivision (NUTS): Caserta (ITF31)

Country: Italy

Contact point: Teresa Capobianco

Email: direzionegenerale@ospedalecasertapec.it

Telephone: 0823232429

Buyer profile: <https://www.ospedale.caserta.it/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: TAR Campania – Napoli

Registration number: 94028990631

Town: Napoli

Postcode: 80126
Country subdivision (NUTS): Napoli (ITF33)
Country: Italy
Contact point: TAR Campania – Napoli
Email: tarna-segrprotocolloamm@ga-cert.it
Telephone: 0817817111

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: ANAC AUTORITA NAZIONALE ANTICORRUZIONE
Registration number: 97584460584
Town: Roma
Postcode: 00187
Country subdivision (NUTS): Roma (ITI43)
Country: Italy
Contact point: ANAC AUTORITA NAZIONALE ANTICORRUZIONE
Email: protocollo@pec.anticorruzione.it
Telephone: 06367231

Roles of this organisation:

Procurement service provider

10. Change

Version of the previous notice to be changed: 531287-2026

Main reason for change: Information updated

Description: Aggiornamento dati a seguito di Proroga

10.1. Change

Section identifier: LOT-0002

Description of changes: Modifica BT-13 (Termine quesiti) e BT-131 (Termine per il ricevimento delle offerte) del lotto 2

10.1. Change

Section identifier: LOT-0001

Description of changes: Modifica BT-13 (Termine quesiti) e BT-131 (Termine per il ricevimento delle offerte) del lotto 1

Notice information

Notice identifier/version: 2fdafb36-d1ea-40f6-aedd-951d884523f7 - 04

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 02/10/2026 11:27:37 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: Italian

Notice publication number: 685270-2026

OJ S issue number: 192/2026

Publication date: 05/10/2026