

170633-2026 - Competition

Germany – Telephone and data transmission services – Systemschaffung, Implementierung u. Betrieb einer Cloud-Telekommunikationsanlage

OJ S 49/2026 11/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Stadt Schwäbisch Hall, Zentrale Vergabestelle

Email: vergaben@schwaebischhall.de

Legal type of the buyer: Local authority

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Systemschaffung, Implementierung u. Betrieb einer Cloud-Telekommunikationsanlage

Description: Systemschaffung, Implementierung u. Betrieb einer Telekommunikationsanlage in 74523 Schwäbisch Hall Cloudbasierte Plattform für Telekommunikation und Zusammenarbeit

Procedure identifier: 713a9337-810e-4f09-818e-4c168d557aa7

Internal identifier: 01-2026 OD

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 48510000 Communication software package

2.1.2. Place of performance

Town: Schwäbisch Hall

Postcode: 74523

Country subdivision (NUTS): Schwäbisch Hall (DE11A)

Country: Germany

2.1.4. General information

Legal basis:

Directive 2014/24/EU

vgv -

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice, Procurement Document

Analogous situation like bankruptcy, insolvency or arrangement with creditors under national law:

Corruption:

Participation in a criminal organisation:

Agreements with other economic operators aimed at distorting competition:

Breaching of obligations in the fields of environmental law:
Money laundering or terrorist financing:
Fraud:
Child labour and including other forms of trafficking in human beings:
Insolvency:
Breaching of obligations in the fields of labour law:
Assets being administered by liquidator:
Misrepresentation, withheld information, unable to provide required documents or obtained confidential information of this procedure:
Conflict of interest due to its participation in the procurement procedure:
Direct or indirect involvement in the preparation of this procurement procedure:
Grave professional misconduct:
Early termination, damages, or other comparable sanctions:
Breaching of obligations in the fields of social law:
Breaching obligation relating to payment of social security contributions:
Business activities are suspended:
Breaching obligation relating to payment of taxes:
Terrorist offences or offences linked to terrorist activities:

5. Lot

5.1. Lot: LOT-0000

Title: Systemschaffung, Implementierung u. Betrieb einer Cloud-Telekommunikationsanlage

Description: Gegenstand der Ausschreibung ist die Ablösung der bestehenden TK-Infrastruktur der Stadt Schwäbisch Hall durch die Implementierung und den Betrieb einer hochverfügbaren, cloudbasierten Telekommunikations- und Contact-Center-Plattform für rund 600 Nutzer. Die Leistung umfasst Telefonie, UCC, Messaging, Contact Center, PSTN-Anbindung sowie den Betrieb als Managed Service unter Einhaltung definierter SLAs und datenschutzrechtlicher Vorgaben (DSGVO, EU-Datenresidenz).

Internal identifier: LOT-0000

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

Additional classification (cpv): 48510000 Communication software package

Options:

Description of the options: Laufzeit ab 01.01.27: 5 Jahre, Option 3-malige Verlängerung

5.1.3. Estimated duration

Start date: 01/06/2026

Duration end date: 31/12/2026

5.1.4. Renewal

Maximum renewals: 3

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

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): no

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Price

Name: Preis

Description: Preis

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

Award criterion number: 100

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: German

Address of the procurement documents: <https://www.vergabe24.de/vergabeunterlagen/54321-Tender-19cd6c03ded-39102fcfaae4438f>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.vergabe24.de>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 13/04/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 47 Days

Information that can be supplemented after the submission deadline:

At the discretion of the buyer, all missing tenderer-related documents may be submitted later.

Additional information: siehe Vergabeunterlagen

Information about public opening:

Opening date: 13/04/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: 74523 Schwäbisch Hall

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: siehe Vergabeunterlagen

Electronic invoicing: Not allowed

Electronic ordering will be used: no

Electronic payment will be used: no

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: Vergabekammer Baden Württemberg, Regierungspräsidium Karlsruhe
Information about review deadlines: Innerhalb von 15 Kalendertagen nach Eingang der Mitteilung des Auftraggebers, einer Rüge nicht abhelfen zu wollen, kann ein Nachprüfungsverfahren bei der Vergabekammer beantragt werden (§160 Abs. 3 Nr. 4 GWB)
Organisation providing more information on the review procedures: Stadt Schwäbisch Hall, Zentrale Vergabestelle

8. Organisations

8.1. ORG-7001

Official name: Stadt Schwäbisch Hall, Zentrale Vergabestelle
Registration number: 08127076-A9872-51
Postal address: Am Markt 9
Town: Schwäbisch Hall
Postcode: 74523
Country subdivision (NUTS): Schwäbisch Hall (DE11A)
Country: Germany
Contact point: Zentrale Vergabestelle
Email: vergaben@schwaebischhall.de
Telephone: +49 791751-469
Internet address: <https://www.schwaebischhall.de>
Buyer profile: <https://www.schwaebischhall.de>

Roles of this organisation:

Buyer

8.1. ORG-7004

Official name: Vergabekammer Baden Württemberg, Regierungspräsidium Karlsruhe
Registration number: ---
Postal address: Kapellenstraße 17
Town: Karlsruhe
Postcode: 76131
Country subdivision (NUTS): Karlsruhe, Stadtkreis (DE122)
Country: Germany
Email: vergabekammer@rpk.bwl.de
Telephone: +49 72926-8730

Roles of this organisation:

Review organisation

8.1. ORG-7005

Official name: Stadt Schwäbisch Hall, Zentrale Vergabestelle
Registration number: 08127076 - A9872 - 51
Postal address: Am Markt 9
Town: Schwäbisch Hall
Postcode: 74523
Country subdivision (NUTS): Schwäbisch Hall (DE11A)
Country: Germany
Email: vergaben@schwaebischhall.de
Telephone: +49 791751-469

Internet address: <https://www.schwaebischhall.de>

Roles of this organisation:

Organisation providing more information on the review procedures

8.1. ORG-7006

Official name: Datenservice Öffentlicher Einkauf (in Verantwortung des Beschaffungsamts des BMI)

Registration number: 0204:994-DOEVD-83

Town: Bonn

Postcode: 53119

Country subdivision (NUTS): Bonn, Kreisfreie Stadt (DEA22)

Country: Germany

Email: noreply.esender_hub@bescha.bund.de

Telephone: +49228996100

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: f634651f-aa58-42e7-a985-0a069256a406 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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