

202572-2026 - Competition

Austria – IT services: consulting, software development, Internet and support – Implementierung einer Omnichannel-Contact-Center- und einer Workforcemanagement-Lösung für den Kundenservice der EVN

OJ S 58/2026 24/03/2026

**Contract or concession notice – standard regime
Services**

1. Buyer

1.1. Buyer

Official name: Netz Niederösterreich GmbH

Email: martina.bischof-haidinger@evn.at

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Implementierung einer Omnichannel-Contact-Center- und einer Workforcemanagement-Lösung für den Kundenservice der EVN

Description: Das Projekt gliedert sich in 2 Lose: Im Los 1 ist die Beschaffung einer Omnichannel-Contact-Center-Lösung zur Ablöse des bestehenden OpenScape Contact Centers (OSCC) geplant und im Los 2 ist die Beschaffung (Lieferung und Implementierung) einer Workforcemanagement-Lösung zur Ablöse des bestehenden Dienstplanungs-System InVision geplant.

Procedure identifier: da77b5bd-916b-446e-b974-502ea35d2b44

Internal identifier: MBI-2603020004

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Postal address: EVN Platz

Town: Maria Enzersdorf

Postcode: 2344

Country subdivision (NUTS): Niederösterreich-Süd (AT122)

Country: Austria

Additional information: AT12

2.1.4. General information

Legal basis:

Directive 2014/25/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Los 1: Implementierung einer Omnichannel-Contact-Center-Lösung für den Kundenservice des EVN

Description: EVN plant die Beschaffung (Lieferung und Implementierung) einer Omnichannel-Contact-Center-Lösung zur Ablöse des bestehenden OpenScape Contact Centers (OSCC)

Internal identifier: MBI-2603020004 Los 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Postal address: EVN Platz

Town: Maria Enzersdorf

Postcode: 2344

Country subdivision (NUTS): Niederösterreich-Süd (AT122)

Country: Austria

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2028

5.1.4. Renewal

Maximum renewals: 0

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: Not yet known

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Maximum number of candidates to be invited for the second stage of the procedure: 10

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: German

Address of the procurement documents: <https://beschaffung.evn.at>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://beschaffung.evn.at>

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

Electronic catalogue: Not allowed

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

Tenderers may submit more than one tender: Not allowed

Description of the financial guarantee: siehe Ausschreibungsunterlagen

Deadline for receipt of requests to participate: 17/04/2026 09:59:00 (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

Conditions relating to the performance of the contract: siehe Auftragsunterlagen

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: 30 Tage netto

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: Netz Niederösterreich GmbH - Landesverwaltungsgericht
Niederösterreich

Organisation providing additional information about the procurement procedure: Netz
Niederösterreich GmbH

Organisation providing offline access to the procurement documents: Netz Niederösterreich
GmbH

Organisation providing more information on the review procedures: Netz Niederösterreich
GmbH

5.1. Lot: LOT-0002

Title: Los 2: Implementierung einer Workforcemanagement-Lösung für den Kundenservice des
EVN

Description: Die EVN plant die Beschaffung (Lieferung und Implementierung) einer Workforce-
management-Lösung zur Ablöse des bestehenden Dienstplanungs-System InVision.

Internal identifier: MBI-2603020004 Los 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet
and support

5.1.2. Place of performance

Postal address: EVN Platz

Town: Maria Enzersdorf

Postcode: 2344

Country subdivision (NUTS): Niederösterreich-Süd (AT122)

Country: Austria

5.1.3. Estimated duration

Start date: 01/01/2027

Duration end date: 31/12/2028

5.1.4. Renewal

Maximum renewals: 0

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: Not yet known

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Maximum number of candidates to be invited for the second stage of the procedure: 10

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: German

Address of the procurement documents: <https://beschaffung.evn.at>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://beschaffung.evn.at>

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

Electronic catalogue: Not allowed

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

Tenderers may submit more than one tender: Not allowed

Description of the financial guarantee: siehe Ausschreibungsunterlagen

Deadline for receipt of requests to participate: 17/04/2026 09:59:00 (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

Conditions relating to the performance of the contract: siehe Auftragsunterlagen

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

Financial arrangement: 30 Tage netto

5.1.15. Techniques

Framework agreement:

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Information about the dynamic purchasing system:

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5.1.16. Further information, mediation and review

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Organisation providing offline access to the procurement documents: Netz Niederösterreich
GmbH

Organisation providing more information on the review procedures: Netz Niederösterreich
GmbH

8. Organisations

8.1. ORG-0001

Official name: Netz Niederösterreich GmbH

Registration number: FN 268133 p

Postal address: EVN Platz

Town: Maria Enzersdorf

Postcode: 2344

Country subdivision (NUTS): Niederösterreich-Süd (AT122)

Country: Austria

Contact point: Martina Bischof-Haidinger

Email: martina.bischof-haidinger@evn.at

Telephone: 0223620012938

Other contact points:

Official name: Landesverwaltungsgericht Niederösterreich

Roles of this organisation:

Buyer

TED eSender

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 94570787-0482-4223-bc85-da649abcba45 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 17

Notice dispatch date: 23/03/2026 10:04:02 (UTC+00:00) Western European Time, GMT

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