

248154-2026 - Competition

Austria – Call centre – Überlauf ASFINAG Service Center (Ü-ASC 2026)

OJ S 71/2026 13/04/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: ASFINAG Maut Service GmbH

Email: michael.polach@asfinag.at

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Überlauf ASFINAG Service Center (Ü-ASC 2026)

Description: Aufgrund des Kontaktvolumens ist es dem ASC nicht möglich, sämtliche Anfragen zeitnah im Rahmen der Zielvorgaben zu bewältigen. Daher ergibt sich die Notwendigkeit, die Dienstleistung eines externen Überlauf-Partners zuzukaufen.

Procedure identifier: ad389952-efa0-47aa-87ca-a700a35a6152

Internal identifier: ProVia-ID: 152699

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

2.1.2. Place of performance

Country: Austria

Anywhere in the given country

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Überlauf ASFINAG Service Center (Ü-ASC 2026)

Description: Aufgrund des Kontaktvolumens ist es dem ASC nicht möglich, sämtliche Anfragen zeitnah im Rahmen der Zielvorgaben zu bewältigen. Daher ergibt sich die Notwendigkeit, die Dienstleistung eines externen Überlauf-Partners zuzukaufen.

Internal identifier: ProVia-ID: 152699

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

5.1.2. Place of performance

Country: Austria

Anywhere in the given country

5.1.3. Estimated duration

Duration: 4 Years

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 required

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): yes

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 (points, exact)

Award criterion number: 60

Criterion:

Type: Quality

Name: Qualität

Description: Qualität

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

Award criterion number: 40

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: German

Address of the procurement documents: <https://www.provia.at/bieterportal/VeroeffentlichteElemente/Verfahren/152699>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.provia.at/bieterportal/VeroeffentlichteElemente/Verfahren/152699>

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

Deadline for receipt of tenders: 18/05/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

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

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Bundesverwaltungsgericht

Organisation providing additional information about the procurement procedure: ASFINAG Maut Service GmbH

Organisation providing offline access to the procurement documents: ASFINAG Maut Service GmbH

Organisation providing more information on the review procedures: Bundesverwaltungsgericht

Organisation receiving requests to participate: ASFINAG Maut Service GmbH

Organisation processing tenders: ASFINAG Maut Service GmbH

8. Organisations

8.1. ORG-0002

Official name: ASFINAG Maut Service GmbH

Registration number: 9110016738369 / FN 255936 b

Postal address: Alpenstraße 99

Town: Salzburg

Postcode: 5020

Country subdivision (NUTS): Salzburg und Umgebung (AT323)

Country: Austria

Contact point: Michael Polach

Email: michael.polach@asfinag.at

Telephone: +43 50108 12884

Internet address: <https://www.asfinag.at>

Information exchange endpoint (URL): <https://www.provia.at>

Buyer profile: <https://www.asfinag.at>

Roles of this organisation:

Buyer

Procurement service provider

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0003

Official name: Bundesverwaltungsgericht
Registration number: 9110008059823
Postal address: Erdbergstraße 192/196
Town: Wien
Postcode: 1030
Country subdivision (NUTS): Wien (AT130)
Country: Austria
Email: einlaufstelle@bvwg.gv.at
Telephone: +43 160149-0
Fax: +43 171123-8891541
Internet address: <https://www.bvwg.gv.at/>

Roles of this organisation:

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: 2f99ab2a-2553-4119-a3b4-6ff8d9e96db2 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
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