

278041-2026 - Result

Germany – Communication and multimedia software development services –
Kommunikationslösung
OJ S 79/2026 23/04/2026
Contract or concession award notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Techniker Krankenkasse

Email: DZEM@tk.de

Legal type of the buyer: Body governed by public law, controlled by a central government authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Kommunikationslösung

Description: Gegenstand des Auftrages ist der parallele Neuaufbau, die Migration, der Betrieb und die Pflege einer neuen cloudbasierten IPT- und Contact-Center-Plattform inkl. QMS und Direktbefragung

Procedure identifier: 5de6ee7b-220b-496f-b4ea-27a430b6b8d7

Internal identifier: 24-08151

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): 72212500 Communication and multimedia software development services

Additional classification (cpv): 72260000 Software-related services, 72263000 Software implementation services, 72268000 Software supply services

2.1.2. Place of performance

Country subdivision (NUTS): Hamburg (DE600)

Country: Germany

2.1.3. Value

Estimated value excluding VAT: 0,00 EUR

2.1.4. General information

Additional information: #Bekanntmachungs-ID: CXR0YYRY6YR# Für den Fall, dass der Auftragnehmer vor Beginn der Leistungserbringung aus einem nicht der TK zuzurechnenden Grund ausfällt, behält sich die TK vor, den Auftrag den übrigen Bietern in der Reihenfolge, die der Ermittlung des wirtschaftlichsten Angebots gem. Ziff. 10 dieser Bewerbungsbedingungen zugrunde liegt, auf der Grundlage ihres jeweiligen Angebots anzutragen.

Legal basis:

Directive 2014/24/EU

vgv -

5. Lot

5.1. Lot: LOT-0001

Title: Kommunikationslösung

Description: Gegenstand der vorliegenden Beschaffung sind folgende Leistungen:

Bereitstellung und Betrieb einer umfassenden Kommunikationslösung, bestehend aus: * einer holistischen Omnikanal-Contact-Center-Plattform mit dem Betriebsmodell Software as a Service (Omnikanal-Plattform), * einer Session Border Controller (SBC) Lösung mit dem Betriebsmodell Systemlieferung (vgl. Nr. 4), * einer Unified Communications (UC) Lösung mit dem Betriebsmodell Systemlieferung Einzelheiten vgl. Vergabeunterlagen.

Internal identifier: 24-08151

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72212500 Communication and multimedia software development services

Additional classification (cpv): 72260000 Software-related services, 72263000 Software implementation services, 72268000 Software supply services

5.1.2. Place of performance

Country subdivision (NUTS): Hamburg (DE600)

Country: Germany

5.1.3. Estimated duration

Duration: 72 Months

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10. Award criteria**Criterion:**

Type: Price

Name: Preis

Description: Preis

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

Award criterion number: 60

Criterion:

Type: Quality

Name: Qualität

Description: Qualität

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

Award criterion number: 40

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: Die Vergabekammern des Bundes

Information about review deadlines: Die Frist zur Geltendmachung der Unwirksamkeit im Sinne von § 135 Abs. 1 GWB in einem Nachprüfungsverfahren endet 30 Kalendertage nach Veröffentlichung dieser Bekanntmachung.

Organisation providing additional information about the procurement procedure: Techniker Krankenkasse

6. Results

Value of all contracts awarded in this notice: 1,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners**Winner:**

Official name: IP Dynamics GmbH

Tender:

Tender identifier: 3

Identifier of lot or group of lots: LOT-0001

Value of the tender: 1,00 EUR

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: 24-081

Title: Kommunikationslösung

Date on which the winner was chosen: 30/03/2026

Date of the conclusion of the contract: 13/04/2026

6.1.4. Statistical information**Received tenders or requests to participate:**

Type of received submissions: Tenders

Number of tenders or requests to participate received: 3

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 3

Type of received submissions: Requests to participate

Number of tenders or requests to participate received: 13

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from medium tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from small tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from micro tenderers

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders verified and inadmissible
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders for which it has not been verified if they are admissible or inadmissible
Number of tenders or requests to participate received: 0
Type of received submissions: Tenders verified and inadmissible because of an abnormally low price or cost
Number of tenders or requests to participate received: 0

8. Organisations

8.1. ORG-0001

Official name: Techniker Krankenkasse
Registration number: 992-80116-93
Postal address: Bramfelder Str. 140
Town: Hamburg
Postcode: 22305
Country subdivision (NUTS): Hamburg (DE600)
Country: Germany
Contact point: DZ EM, F 02.10a
Email: DZEM@tk.de
Telephone: +49 4069094-040
Internet address: <http://www.tk.de/vergabe>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Die Vergabekammern des Bundes
Registration number: Keine Angabe
Postal address: Kaiser-Friedrich-Straße 16
Town: Bonn
Postcode: 53113
Country subdivision (NUTS): Bonn, Kreisfreie Stadt (DEA22)
Country: Germany
Email: vk@bundeskartellamt.bund.de
Telephone: +49 228949-90
Fax: +49 228949-9163

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: IP Dynamics GmbH
Size of the economic operator: Medium

Registration number: DE247583025
Postal address: Billstr. 103
Town: Hamburg
Postcode: 20539
Country subdivision (NUTS): Hamburg (DE600)
Country: Germany
Email: vertrieb@ipdynamics.de
Telephone: +494057276767
Fax: +49 4057276737
Internet address: <http://www.ipdynamics.de>

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: Germany

Winner of these lots: LOT-0001

8.1. ORG-0004

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

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