

39219-2026 - Competition

Germany – Software package and information systems – ITSM Ticketsystem

OJ S 13/2026 20/01/2026

Contract or concession notice – standard regime

Supplies - Services

1. Buyer

1.1. Buyer

Official name: IT-Verbund Stormarn

Email: K.homp@itv-stormarn.de

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

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: ITSM Ticketsystem

Description: Der IT-Verbund Stormarn (ITV) muss eine neue ITSM -Lösung beschaffen und einführen, da das aktuelle Ticketsystem zum 31.12.26 den Status End of Life (EoL) erreicht.

Diese Lösung muss in einem Vergabeverfahren beschafft werden. Es besteht dabei der Wunsch, dass bis Ende Juli 2026 die neue ITSM-Lösung beim ITV eingeführt wird.

Procedure identifier: 5522afc3-e3d0-41f4-b602-be9ceeb09aaf

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: Supplies

Additional nature of the contract: Services

Main classification (cpv): 48000000 Software package and information systems

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

2.1.2. Place of performance

Country subdivision (NUTS): Stormarn (DEF0F)

Country: Germany

2.1.3. Value

Estimated value excluding VAT: 250 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

vgv -

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Einführung eines neuen Ticketsystems

Description: Das Vergabeverfahren umfasst die Ausschreibung einer neuen, mandantenfähigen Kommunikationslösung, verbunden mit entsprechenden Dienstleistungen für die Projektimplementierung sowie die anschließende Serviceleistung für das Kommunikationssystem inklusive der Betriebsverantwortung für die zentralen Serverinfrastrukturen.

Internal identifier: LOT-0001 ITV-VgV-126-222366

5.1.1. Purpose

Main nature of the contract: Supplies

Additional nature of the contract: Services

Main classification (cpv): 48000000 Software package and information systems

5.1.2. Place of performance

Country subdivision (NUTS): Stormarn (DEF0F)

Country: Germany

Additional information: Bekanntmachung erfolgt über die Leistungsbeschreibung

5.1.3. Estimated duration

Other duration: Unknown

5.1.5. Value

Estimated value excluding VAT: 250 000,00 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

Additional information: #Besonders auch geeignet für:freelance#, #Besonders auch geeignet für:startup#, #Besonders auch geeignet für:other-sme#, #Besonders auch geeignet für:selbst#

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 5

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

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: German

Address of the procurement documents: <https://www.subreport.de/E39887337>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://www.subreport.de/E39887337>

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: Allowed

Deadline for receipt of requests to participate: 17/02/2026 10:00:00 (UTC+01:00) Central European Time, Western European Summer Time

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: Die Vergabestelle behält sich die Nachforderung von Unterlagen vor

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Yes

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

Mediation organisation: Vergabekammer Schleswig-Holstein

Review organisation: Vergabekammer Schleswig-Holstein

Organisation providing more information on the review procedures: IT-Verbund Stormarn

8. Organisations

8.1. ORG-0001

Official name: IT-Verbund Stormarn

Registration number: Berichtseinheit-ID 00006635

Postal address: An der Autobahn 12

Town: Reinfeld

Postcode: 23858

Country subdivision (NUTS): Stormarn (DEF0F)

Country: Germany

Email: K.homp@itv-stormarn.de

Telephone: 045311603333

Internet address: <https://www.itv-stormarn.de/>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: Vergabekammer Schleswig-Holstein

Registration number: <https://www.schleswig-holstein.de/DE/landesregierung/themen/wirtschaft/vergabekammer>

Postal address: Düsternbrooker Weg 94

Town: Kiel

Postcode: 24105

Country subdivision (NUTS): Kiel, Kreisfreie Stadt (DEF02)

Country: Germany

Email: vergabekammer@wimi.landsh.de

Telephone: 0431 988 4542

Internet address: <https://www.schleswig-holstein.de/DE/landesregierung/themen/wirtschaft/vergabekammer>

Roles of this organisation:

Review organisation

Mediation organisation

8.1. ORG-0003

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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Form type: Competition

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