

424939-2026 - Result

Germany – Helpdesk and support services – Erteilung von Zugangsberechtigungen (PIN) und Erbringung von Supportleistungen beim Serviceportal iBALIS

OJ S 118/2026 22/06/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Freistaat Bayern, vertreten durch das Bayer. StM f. Ernährung, Landwirtschaft, Forsten und Tourismus

Email: poststelle@stmelf.bayern.de

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

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Erteilung von Zugangsberechtigungen (PIN) und Erbringung von Supportleistungen beim Serviceportal iBALIS

Description: Erbringung von Supportleistungen (telefonisch, E-Mail) gegenüber Nutzern des Serviceportal iBALIS, sowie der erstmaligen und ersatzweisen Zuteilung einer Zugangsberechtigung (PIN) zu iBALIS.

Procedure identifier: 03f9fd7c-ee2a-46a4-ac14-a4af1ff2f092

Internal identifier: 2026RF000001

Type of procedure: Negotiated without prior call for competition

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72610000 Computer support services, 79512000 Call centre

2.1.2. Place of performance

Town: München

Postcode: 80539

Country subdivision (NUTS): München, Kreisfreie Stadt (DE212)

Country: Germany

2.1.3. Value

Estimated value excluding VAT: 1,00 EUR

Maximum value of the framework agreement: 1,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

vgv -

5. Lot

5.1. Lot: LOT-0001

Title: Erteilung von Zugangsberechtigungen (PIN) und Erbringung von Supportleistungen beim Serviceportal iBALIS

Description: Erbringung von Supportleistungen (telefonisch, E-Mail) gegenüber Nutzern des Serviceportal iBALIS, sowie der erstmaligen und ersatzweisen Zuteilung einer Zugangsberechtigung (PIN) zu iBALIS.

Internal identifier: 9dc740b1-1bd0-4203-9df6-94205196fd25

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72000000 IT services: consulting, software development, Internet and support, 72250000 System and support services, 72610000 Computer support services, 79512000 Call centre

Quantity: 1 piece

5.1.2. Place of performance

Town: München

Postcode: 80539

Country subdivision (NUTS): München, Kreisfreie Stadt (DE212)

Country: Germany

5.1.3. Estimated duration

Start date: 01/07/2026

Duration end date: 31/12/2029

5.1.5. Value

Estimated value excluding VAT: 1,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

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: 80

Criterion:

Type: Quality

Name: Leistungsbewertung gemäß Kriterienkatalog

Description: <https://www.evergabe.bayern.de/evergabe.bieter/api/supplier/external/subproject/b0803a4a-7c4f-4dce-884c-a8599bc35d78/awardcriteria>

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

Award criterion number: 20

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: Regierung von Mittelfranken - Vergabekammer Nordbayern

Organisation providing additional information about the procurement procedure: Zentrale Vergabestelle im Ressort des StMELF

Organisation providing offline access to the procurement documents: Zentrale Vergabestelle im Ressort des StMELF

Organisation providing more information on the review procedures: Regierung von Mittelfranken - Vergabekammer Nordbayern

6. Results

Maximum value of the framework agreements in this notice: 1,00 EUR

Direct award

:

Justification for direct award: Service contract awarded on the basis of an exclusive right

Other justification: Begründung siehe Freiwillige Ex-ante-Transparenzbekanntmachung vom 08.05.2026 Nr. 316798-2026 -Vorankündigung Direktvergabe <https://ted.europa.eu/de/notice/-/detail/316798-2026>

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 1,00 EUR

6.1.2. Information about winners

Winner:

Official name: LKV Service GmbH

Tender:

Tender identifier: 2026157415

Identifier of lot or group of lots: LOT-0001

Value of the tender: 1,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: CON-0001 - LKV Service GmbH

Date on which the winner was chosen: 18/06/2026

Date of the conclusion of the contract: 18/06/2026

The contract is awarded within a framework agreement: no

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 1,00 EUR

Value of the highest admissible tender: 1,00 EUR

8. Organisations

8.1. ORG-0001

Official name: Freistaat Bayern, vertreten durch das Bayer. StM f. Ernährung, Landwirtschaft, Forsten und Tourismus

Registration number: 4be2c938-2f87-47ea-9032-ea301a1573c6

Postal address: Ludwigstraße 2

Town: München

Postcode: 80539

Country subdivision (NUTS): München, Kreisfreie Stadt (DE212)

Country: Germany

Email: poststelle@stmelf.bayern.de

Telephone: +49 8921820

Internet address: <https://www.stmelf.bayern.de/>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Regierung von Mittelfranken - Vergabekammer Nordbayern

Registration number: c0f12e87-76f1-4468-90ef-036d199560d7

Postal address: Promenade 27

Town: Ansbach

Postcode: 91522

Country subdivision (NUTS): Ansbach, Kreisfreie Stadt (DE251)

Country: Germany

Email: vergabekammer.nordbayern@reg-mfr.bayern.de

Telephone: +49 981531277

Fax: +49 981531837

Internet address: <https://www.regierung.mittelfranken.bayern.de/service/vergabekammer/index.html>

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: Zentrale Vergabestelle im Ressort des StMELF

Registration number: 7b3d9a8d-0537-4965-b90e-fb7b422d6047

Postal address: Helmbrechtser Straße 22

Town: 95213 Münchberg

Postcode: 95179

Country subdivision (NUTS): Hof, Landkreis (DE249)

Country: Germany

Email: zentrale-vergabestelle@fueak.bayern.de

Telephone: +49 87195224300

Roles of this organisation:

Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents

8.1. **ORG-0004**

Official name: LKV Service GmbH
Size of the economic operator: Small
Registration number: c803a3f7-4904-49ca-819e-86353d56ee33
Town: München
Postcode: 80319
Country subdivision (NUTS): München, Kreisfreie Stadt (DE212)
Country: Germany
Email: vvvo@lkv.bayern.de
Telephone: 089544348913

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. **ORG-0005**

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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