

**Germany-Leipzig: Call centre**  
**OJ S 158/2023 18/08/2023**  
**Contract award notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: Leipziger Verkehrsbetriebe (LVB) GmbH Bereich Einkauf und Logistik

Postal address: Teslastraße 2

Town: Leipzig

NUTS code: DED5 Leipzig

Postal code: 04347

Country: Germany

Contact person: Einkauf und Logistik

E-mail: [Vergabe.Verkehrsbetriebe@l.de](mailto:Vergabe.Verkehrsbetriebe@l.de)

Telephone: +49 341492-3214

Fax: +49 34149237-3214

**Internet address(es):**

Main address: <https://www.l.de/gruppe/einkauf-logistik>

**I.6. Main activity**

Recreation, culture and religion

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Kundenservice Hotline

Reference number: LVB-2022-050-CW

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Übernahme der telefonischen Betreuung der Kundenservice Hotlines der LVB

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 0,01 EUR

**II.2. Description**

### **II.2.3. Place of performance**

NUTS code: DED5 Leipzig

Main site or place of performance: Leipziger Verkehrsbetriebe (LVB) GmbH Georgiring 3  
04103 Leipzig

### **II.2.4. Description of the procurement**

Eine gute telefonische Erreichbarkeit für Privat- und Geschäftskunden, Behörden, Institutionen sowie Bürgern der Stadt Leipzig ist bei den Leipziger Verkehrsbetrieben von zentraler Bedeutung. Dafür bieten die LVB zielgruppengerechte Hotlines an: - zentrale Telefoneinwahl - Servicehotline für Privat- und Geschäftskunden - produktbezogene Hotlines Alle eingehenden Telefongespräche dieser Hotlines sind vollständig durch den Auftragnehmer (AN) für die LVB entgegen zu nehmen und auf dem Niveau eines First-Level-Supports abzuarbeiten. Das Gesamtvolumen des Anrufaufkommens umfasst jährlich ca. 110.000 Calls. Dies stellt keine Mindestabnahmemenge dar.

### **II.2.5. Award criteria**

Price

### **II.2.11. Information about options**

Options: yes

Description of options:

1-malige Option zur Verlängerung um zwei Jahre

### **II.2.13. Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds:  
no

### **II.2.14. Additional information**

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

#### **IV.1.3. Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: yes

### **IV.2. Administrative information**

#### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2022/S 140-401829](#)

#### **IV.2.8. Information about termination of dynamic purchasing system**

#### **IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice**

## **Section V: Award of contract**

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**Contract No:** 1

**Title:**

Kundenservice Hotline

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

26/07/2023

**V.2.2. Information about tenders**

Number of tenders received: 6

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: no

**V.2.3. Name and address of the contractor**

Official name: O.phon GmbH

Postal address: Weißenfesler Str. 71

Town: Leipzig

NUTS code: DED5 Leipzig

Postal code: 04229

Country: Germany

E-mail: [ausschreibung@omniphon.de](mailto:ausschreibung@omniphon.de)

Telephone: +49 34191350

Fax: +49 3419135100

The contractor is an SME: yes

**V.2.4. Information on value of the contract/lot**

Total value of the contract/lot: 0,01 EUR

**V.2.5. Information about subcontracting**

**V.2.6. Price paid for bargain purchases**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: 1. Vergabekammer des Freistaates Sachsen bei der Landesdirektion Sachsen,  
DS Leipzig

Postal address: Braustraße 2

Town: Leipzig

Postal code: 04107

Country: Germany

**VI.5.**

**Date of dispatch of this notice**

15/08/2023