

**Germany-Ravensburg: Helpdesk and support services**  
**OJ S 185/2022 26/09/2022**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Landkreis Ravensburg  
Postal address: Landratsamt Ravensburg, Friedenstraße 6  
Town: Ravensburg  
NUTS code: DE148 Ravensburg  
Postal code: 88212  
Country: Germany  
Contact person: Zentrale Vergabestelle  
E-mail: [zv@rv.de](mailto:zv@rv.de)  
Telephone: +49 751-852500  
Fax: +49 751-85772505  
**Internet address(es):**  
Main address: [www.rv.de](http://www.rv.de)

**I.4. Type of the contracting authority**

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Rahmenvertrag über Dienstleistungen des 1st Level-Supports für das Landratsamt Ravensburg  
Reference number: 25-ZV-165-22

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Rahmenvertrag über Dienstleistungen des 1st Level-Supports für die IT im Landratsamt Ravensburg

**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.2.2. Additional CPV code(s)**

72250000 System and support services

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

NUTS code: DE148 Ravensburg

Main site or place of performance: Landratsamt Ravensburg, Friedenstr. 6, 88212 Ravensburg

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

Ziel dieser Ausschreibung ist der Abschluss eines Rahmenvertrages für einen bereitzustellenden Service Desk sowie den zu erbringenden First-Level-Support der IT im Landratsamt Ravensburg. Die zu vergebenden Leistungen umfassen die IT-Hotline, sowie den Hardware-, Applikations- und Benutzersupport.

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

Price

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

Options: no

### **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**

Competitive procedure with negotiation

#### **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 089-242482](#)

#### **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 prior information notice**

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

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**Contract No:** 1

**Title:**

Rahmenvertrag über Dienstleistungen des 1st Level-Supports für das Landratsamt Ravensburg

A contract/lot is awarded: yes

**V.2. Award of contract**

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

30/08/2022

**V.2.2. Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 4

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: 4

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

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

Official name: audius GmbH

Postal address: Mercedesstrasse 31

Town: Deutschland

NUTS code: DE116 Rems-Murr-Kreis

Postal code: 71384

Country: Germany

E-mail: [christian.bieser@audius.de](mailto:christian.bieser@audius.de)

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**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Vergabekammer Baden-Württemberg beim Regierungspräsidium Karlsruhe

Postal address: Durlacher Allee 100

Town: Karlsruhe

Postal code: 76137

Country: Germany

**VI.5. Date of dispatch of this notice**

21/09/2022