

# Tender Management: How Bechtle Combines Domain Expertise with Artificial Intelligence

## EXECUTIVE SUMMARY

Public sector tenders are high-stakes, high-volume, and relentlessly time-pressured. For Bechtle, one of Europe's largest IT service providers, they're also a core part of the business, accounting for roughly 40% of group revenue. So, when tender managers were spending hours manually extracting information from 600-page documents, the business case for a better approach was clear.

PLANET AI built a **purpose-specific solution** that automates the extraction work and presents every result with a direct link to its source. A conversational interface lets teams ask their own questions against the documents and tap into years of archived tender knowledge. **The outcome:** specialists spend their time on win probability, risk assessment, and bid strategy, not on data entry.

**600+**  
pages per tender

**>90%**  
accuracy for data extraction



*"PLANET AI's solution has made an enormous difference to our daily work. It handles the repetitive tasks and frees us up for the decisions that matter. The tailored data extraction combined with an interactive chat interface means we can work through even the most complex tenders faster and more systematically than before."*

**Dr. Alexander Fink**

Head of Public Sector Innovations, Bechtle AG

## BACKGROUND

### The company

Bechtle is **one of Europe's leading IT service providers**, building future-ready IT architectures across infrastructure, multi-cloud, modern workplace, security, AI, and managed services. With more than 120 locations in 14 European countries, the company combines local client relationships with digital services and global delivery. Founded in 1983 and headquartered in Neckarsulm, the Bechtle Group employs more than 16,000 people.

### The strategic weight of the public sector

Public sector contracts are central to Bechtle's business. The company competes regularly for complex tenders across national and European administrations, healthcare, and education. The numbers reflect that commitment: roughly 40% of group revenue, on a total turnover of around 8 billion euros, comes from public sector clients.

## THE CHALLENGES

### Complexity meets time pressure

Tender managers at Bechtle deal with a demanding reality every day. Individual tenders can run to more than 600 pages, arrive in mixed formats – PDF, Word, Excel – and follow whatever structure and terminology the contracting authority happens to use. No two are quite alike.

#### Volume

600+ pages per tender

#### Diversity

Different document formats

#### Inconsistency

Custom structures and naming conventions used by clients

### The limits of a manual process

Extracting the right information from these documents – deadlines, scope of services, liability clauses – requires precision. A single missed requirement can mean exclusion from the procurement process. That level of care takes time, and it was tying qualified specialists to work that left little room for the judgments only they can make. Compounding the problem: years of institutional knowledge locked up in previous tenders, with no practical way to search or reuse it. Every new tender effectively started from scratch.

The opportunity was clear. A semi-automated solution could handle more tenders at higher quality and give teams a stronger basis for the initial go/no-go call. Given how much public sector business contributes to Bechtle's growth, that was worth getting right.

## THE SOLUTION

### A purpose-built AI assistant for tender management

#### Development process

Working closely with Bechtle's tender management team, PLANET AI developed a solution that goes well beyond generic tools and integrates directly into existing workflows. At its core are three functions:



#### Intelligent Data

##### Extraction

Automatic identification of standard information with over 90% accuracy



#### "Talk to Tender"

Chat interface for specific questions about tender documents with source references

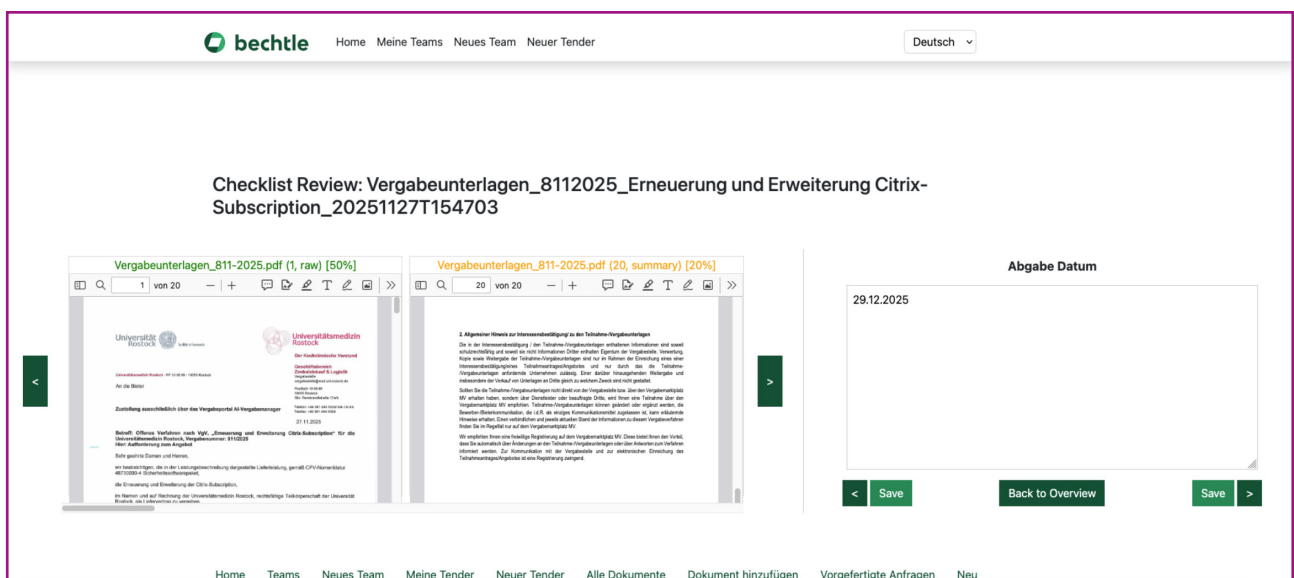


#### "Talk to Archive"

Access to historical tenders and accumulated expertise

#### Intelligent data extraction

Users upload tender documents directly into the interface. A **workflow built on Large Language Models (LLMs), Retrieval-augmented Generation (RAG), and specialized logic components** analyzes the documents and identifies predefined information automatically. Every result is presented not as a given fact, but as a suggestion with a direct source reference. An **integrated review function** lets users preview and verify each value individually. Only after their approval is the information transferred into a standardized document template. That transparency gives teams a reliable basis for deciding whether a tender is worth pursuing in full.



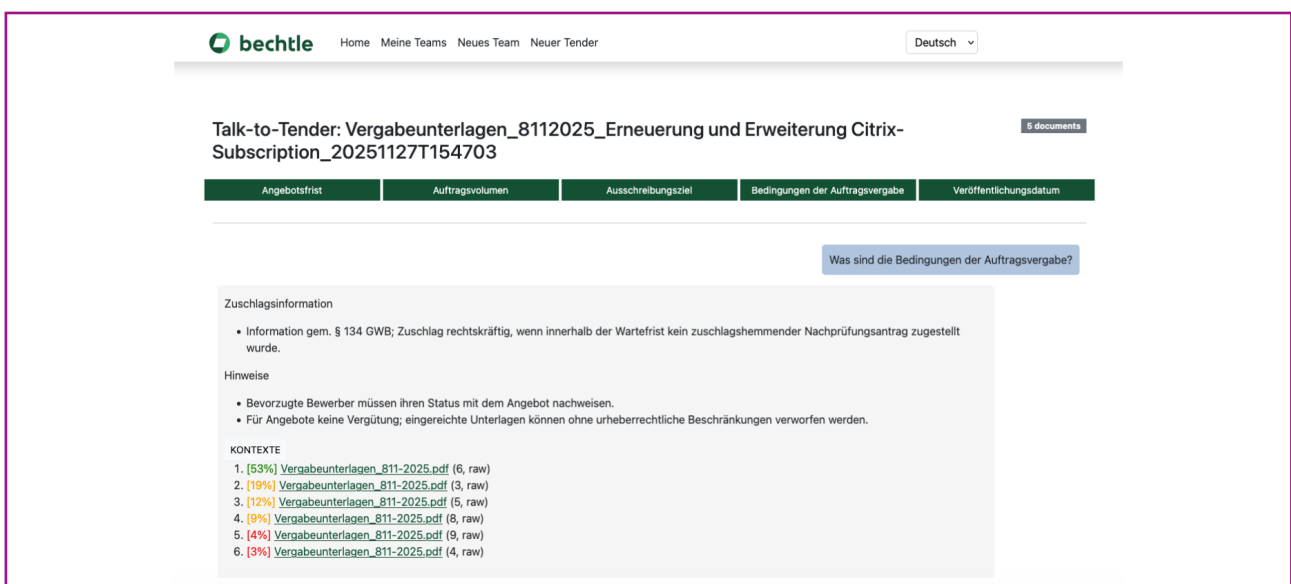
Automatic checklist with review feature

## “Talk to Tender” – conversational document analysis

The solution also makes the documents conversational. A chat interface lets users ask their own questions directly against the tender files, backed by the **JAIDE architecture** with **purpose-built LLM agents and RAG tools** that go well beyond a generic setup. The key capability is cross-document intelligence: relevant information is rarely contained in a single file, and the solution normalizes sources across the entire document set to make complex connections traceable.

Every response is backed by the relevant source passages, including the originating file, which is especially valuable when a colleague picks up a tender later in the process.

“Talk to Archive” extends this to previously processed tenders, turning years of accumulated institutional knowledge into an active resource for new projects.



The screenshot displays the Bechtle 'Talk-to-Tender' interface. At the top, there is a navigation bar with the Bechtle logo, 'Home', 'Meine Teams', 'Neues Team', 'Neuer Tender', and a language dropdown set to 'Deutsch'. The main title is 'Talk-to-Tender: Vergabeunterlagen\_8112025\_Erneuerung und Erweiterung Citrix-Subscription\_20251127T154703', with a '5 documents' indicator. Below the title is a horizontal menu with tabs: 'Angebotsfrist', 'Auftragsvolumen', 'Ausschreibungsziel', 'Bedingungen der Auftragsvergabe', and 'Veröffentlichungsdatum'. A chat input field contains the question 'Was sind die Bedingungen der Auftragsvergabe?'. The response is structured as follows:

- Zuschlagsinformation**
  - Information gem. § 134 GWB; Zuschlag rechtskräftig, wenn innerhalb der Wartefrist kein zuschlagshemmender Nachprüfungsantrag zugestellt wurde.
- Hinweise**
  - Bevorzugte Bewerber müssen ihren Status mit dem Angebot nachweisen.
  - Für Angebote keine Vergütung; eingereichte Unterlagen können ohne urheberrechtliche Beschränkungen verworfen werden.
- KONTEXTE**
  - [53%] Vergabeunterlagen\_811-2025.pdf (6, raw)
  - [19%] Vergabeunterlagen\_811-2025.pdf (3, raw)
  - [12%] Vergabeunterlagen\_811-2025.pdf (5, raw)
  - [9%] Vergabeunterlagen\_811-2025.pdf (8, raw)
  - [4%] Vergabeunterlagen\_811-2025.pdf (9, raw)
  - [3%] Vergabeunterlagen\_811-2025.pdf (4, raw)

Conversational document analysis with source references



**Benjamin Bader**

Head of Tender Management Germany, Bechtle AG

*“The tool lets us analyze even the most complex tender documents quickly and in a structured way. I was surprised by how well it understands the context of our tenders and reads between the lines. It identifies connections between requirements spread across hundreds of pages, for instance where a technical specification ties into a liability clause. The dual-review model gives us confidence: the AI delivers a complete analysis, we bring our expertise.”*

## AI-POWERED TENDER MANAGEMENT AT BECHTLE

The solution also supports **content creation**. Drawing on the analysis of tenders, existing bids, and Q&A threads, it can generate draft language for concepts, contract clauses, or additional clarification questions. Information retrieval becomes an active part of the bid-writing process.

### RESULTS

**>90%**

extraction accuracy for  
reliable initial assessments

**Dual review**

by humans and AI ensures  
process quality

**100%**

archive knowledge  
accessible to users

#### Measurable improvements

With **extraction accuracy above 90%**, the solution provides a reliable foundation for the initial tender assessment. Early results from live deployments confirm the potential: what previously took several hours is now completed in a fraction of the time, depending on the scope and complexity of the tender. Full throughput metrics and average time savings per tender will be tracked after the complete rollout.



**Iris Assfalg**

Tender Manager France, Bechtel AG

*“PLANET AI’s solution gives us a genuinely valuable resource that significantly accelerates our day-to-day work in tender preparation and processing. Being able to search large document sets and quickly access knowledge built up over years is a real advantage. What I find particularly valuable is the source reference for every piece of information: I can jump straight to the relevant passage and check the context. The collaboration with the PLANET AI team has been marked by real commitment, a genuine ear for our specific requirements, and an impressive result.”*

#### Qualitative improvements

Tender managers at Bechtel now have a tool that doesn't just make their work easier — **it changes how they work**. Instead of working through documents to extract standard information, they can focus on what actually requires their expertise: assessing win probability, identifying risks, and developing a compelling bid strategy.

A dual-review model – AI suggestions checked by human experts – adds **process reliability** throughout. The AI delivers suggestions with transparent source references; the experts bring their judgment and make the final calls. Access to historical tenders means teams can also learn from past projects and build on approaches that have worked before.

## OUTLOOK

After a successful first phase focused on tender preparation, Bechtle is planning to extend AI support further along the process toward a fully assisted workflow from tender receipt to final submission.

### The next milestones include:

- **CRM integration** for automated tender intake, with automatic document downloads from selected procurement portals and direct data feed into the CRM system
- **Additional Bechtle locations** across Europe and support for further languages
- **Deep research capabilities**, including advanced analysis for more complex content questions, technical evaluations, and vendor research

## YOUR PATH TO A TAILORED AI ASSISTANT



## JAIDE

The solution built for Bechtle shows what **JAIDE** can do when it's tailored to a specific process. The experience points to a clear pattern: the approach works best where document volumes are high and unstructured, where recurring extraction or analysis tasks have clearly defined information goals, and where auditability and quality assurance are non-negotiable.

In **manufacturing**, JAIDE-powered service assistants give field staff instant access to technical documentation, maintenance histories, and repair guides. Precise answers with source references, instead of manually searching through hundreds of pages.

### Ready to start your own success story?

Get in touch for a consultation on how PLANET AI can transform your document processes.

[Book now](#)

## ABOUT PLANET AI

PLANET AI pioneers automation for document-driven business processes using German AI technology. Its core solutions include IDA for high-precision document capture and JAIDE, an AI assistant. Together, they ensure end-to-end data quality from initial capture through decision-making. Since 2023, PLANET AI has been part of Bechtle and serves scanning service providers, software manufacturers, and document-intensive industries ranging from insurance and banking to public administration. The solutions combine modular architecture and flexible deployment models with strict adherence to European data protection standards. Founded in Rostock in 2015, PLANET AI employs around 60 professionals.