71500-2023 - Competition

Luxembourg-Esch-sur-Alzette: Miscellaneous software development services and computer systems
OJ S 25/2023 03/02/2023
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses
Official name: University of Luxembourg
Postal address: 2 avenue de l'Université
Town: Esch sur Alzette
NUTS code: LU Luxembourg
Postal code: 4365
Country: Luxembourg
E-mail: admin.tender@uni.lu
Internet address(es):
Main address: https://wwwen.uni.lu

I.3. Communication
The procurement documents are available for unrestricted and full direct access, free of charge, at: https://pmp.b2g.etat.lu/?page=entreprise. EntrepriseDetailsConsultation&id=526726&orgAcronyme=t5y
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: https://pmp.b2g.etat. lu/?page=entreprise.EntrepriseDetailsConsultation&id=526726&orgAcronyme=t5y
Tenders or requests to participate must be submitted to the abovementioned address
Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: https://pmp.b2g.etat.lu/?page=entreprise. EntrepriseDetailsConsultation&id=526726&orgAcronyme=t5y

I.4. Type of the contracting authority
Body governed by public law

I.5. Main activity
Other activity: Education & Research

Section II: Object

II.1. Scope of the procurement

II.1.1. Title
230004 - Framework Agreement for ServiceNow® consultancy services
Reference number: 2300222

II.1.2.

Main CPV code

72212900 Miscellaneous software development services and computer systems

II.1.3. Type of contract
Services

II.1.4. Short description

The University wants to have external support for the development, maintenance, and support of ServiceNow® solutions, including the following: - Customizing the platform taking into consideration the University's specific needs (e.g., new func-tionalities). - Performing evolutive and adaptive maintenance in coordination with the existing applications. - Providing corrective maintenance.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes
Tenders may be submitted for one lot only
Maximum number of lots that may be awarded to one tenderer: 5

II.2. Description

II.2.1. Title

Product Owner: mono-attributed, single profile (Senior)
Lot No: 1

II.2.2. Additional CPV code(s)

72212900 Miscellaneous software development services and computer systems

II.2.3. Place of performance
NUTS code: LU Luxembourg
NUTS code: LU00 Luxembourg
NUTS code: LU000 Luxembourg
NUTS code: LU0 Luxembourg

II.2.4. Description of the procurement

The Product Owner is responsible for overseeing the product development lifecycle from conceptualization to prototyping until it is ready for delivery to end-users, working with multi-functional teams and driving the implementation and maintenance of ServiceNow® solutions.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system
Duration in months: 24
This contract is subject to renewal: yes
Description of renewals:
The Contract has a duration of two (2) years renewable two (2) times for one (1) year at the request of the University.

II.2.10. Information about variants
Variants will be accepted: no

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

II.2. Description

II.2.1. Title
Business Analyst(s): mono-attributed, two profiles (Senior and Medium)
Lot No: 2

II.2.2. Additional CPV code(s)
72212900 Miscellaneous software development services and computer systems

II.2.3. Place of performance
NUTS code: LU Luxembourg
NUTS code: LU00 Luxembourg
NUTS code: LU000 Luxembourg
NUTS code: LU0 Luxembourg

II.2.4. Description of the procurement
A Business Analyst provides analysis of the existing processes and data requirements to drive continuous improvement of the University processes and procedures by leveraging the capabilities of the ServiceNow® platform.

II.2.5. Award criteria
Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system
Duration in months: 24
This contract is subject to renewal: yes
Description of renewals:
The Contract has a duration of two (2) years renewable two (2) times for one (1) year at the request of the University.

II.2.10. Information about variants
Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Technical Architect: multi-attributed, single profile (Medium)
Lot No: 3

II.2.2. Additional CPV code(s)

72212900 Miscellaneous software development services and computer systems

II.2.3. Place of performance

NUTS code: LU Luxembourg
NUTS code: LU00 Luxembourg
NUTS code: LU000 Luxembourg
NUTS code: LU0 Luxembourg

II.2.4. Description of the procurement

By working closely with the business stakeholders and IT professionals, the Technical Architect is responsible for analyzing and translating business and technical requirements into architectural blue-prints, proposing solutions to achieve complex business objectives. The role provides guidance on, assists in establishing, and participates in technical governance processes.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24
This contract is subject to renewal: yes
Description of renewals:
The Contract has a duration of two (2) years renewable two (2) times for one (1) year at the request of the University.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Developer(s): multi-attributed, two profiles (Senior and Medium)
Lot No: 4

II.2.2. Additional CPV code(s)

72212900 Miscellaneous software development services and computer systems

II.2.3. Place of performance

NUTS code: LU Luxembourg
NUTS code: LU00 Luxembourg
NUTS code: LU000 Luxembourg
NUTS code: LU0 Luxembourg

II.2.4. Description of the procurement

A Developer is responsible for developing, maintain and improving solutions that align with user needs. Their duties include working with the stakeholders, the Product Owner, and Business Analysts to trans-late user needs into working software, coordinating with other IT professionals to design, implement, test and deploy solutions.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 24
This contract is subject to renewal: yes
Description of renewals:
The Contract has a duration of two (2) years renewable two (2) times for one (1) year at the request of the University.

II.2.10. Information about variants

Variants will be accepted: no

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

II.2. Description

II.2.1. Title

Support: multi-attributed, two profiles (Senior and Medium)
Lot No: 5

II.2.2. Additional CPV code(s)

72212900 Miscellaneous software development services and computer systems

II.2.3. Place of performance

NUTS code: LU Luxembourg
NUTS code: LU00 Luxembourg
NUTS code: LU000 Luxembourg
NUTS code: LU0 Luxembourg

II.2.4. Description of the procurement

A Support Engineer maintains and improves the solutions to ensure all end-users have the technology they need to complete their work and the business information remains safe and intact.

II.2.5. **Award criteria**
Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. **Estimated value**

II.2.7. **Duration of the contract, framework agreement or dynamic purchasing system**
Duration in months: 24
This contract is subject to renewal: yes
Description of renewals:
The Contract has a duration of two (2) years renewable two (2) times for one (1) year at the request of the University.

II.2.10. **Information about variants**
Variants will be accepted: no

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

IV.1. **Description**

IV.1.1. **Type of procedure**
Open procedure

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

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.2.2. **Time limit for receipt of tenders or requests to participate**
Date: 06/03/2023 Local time: 11:00

IV.2.3. **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

IV.2.4. **Languages in which tenders or requests to participate may be submitted**
English

IV.2.7. **Conditions for opening of tenders**
Date: 06/03/2023 Local time: 11:00

Section VI: Complementary information

VI.1. **Information about recurrence**
This is a recurrent procurement: yes

VI.3. Additional information

via the public procurement portal via the public procurement portal

VI.4. Procedures for review

VI.4.1. Review body

Official name: Juridictions administratives
Town: Luxembourg
Country: Luxembourg

VI.5. Date of dispatch of this notice

31/01/2023