

221007-2026 - Competition

Switzerland – Software package and information systems – Procurement of an ITSM/ESM solution with self-service functionality

OJ S 63/2026 31/03/2026

Contract or concession notice – standard regime

Supplies

1. Buyer

1.1. Buyer

Official name: ETH Zürich - Abt. Informatikdienste

Email: gatt-wto@id.ethz.ch

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Procurement of an ITSM/ESM solution with self-service functionality

Description: Procurement and implementation of a future-proof ITSM/ESM solution that replaces the existing platform and meets the long-term strategic needs of ETH Zurich. The new solution will serve as a central self-service portal for employees and provide an automation platform to make the processing of requests and processes in various areas more efficient.

Procedure identifier: 8363de5a-d95f-4c8b-a25b-038ddefbb51a

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Procurement of an ITSM/ESM solution with self-service portal

Description: ITSM/ESM solution with self-service portal, form editor, workflow engine, CMDB, modules, and all necessary administration and development tools.

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48000000 Software package and information systems,

72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: According to the tender documents

5.1.2. Place of performance

Town: Zürich

Postcode: 8092

Country subdivision (NUTS): Zürich (CH040)

Country: Switzerland

5.1.3. Estimated duration

Other duration: Unknown

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: According to the tender documents

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

Procurement Project not financed with EU Funds.

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Award criteria

Description of the method to be used if weighting cannot be expressed by criteria: The award criteria are defined in the documentation.

5.1.11. Procurement documents

Access to certain procurement documents is restricted

Information about restricted documents is available at: <https://www.simap.ch/de/redirect?context=eyJwYWdlIjoicHJvamVjdCIsInJvbGUiOm51bGwslm9yZ0kljpudWxsLCJwcm9qZWNO0SWQ>

Ad hoc communication channel:

Name: Simap.ch

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: [https://www.simap.ch/de/redirect?](https://www.simap.ch/de/redirect?context=eyJwYWdlIjoichJvamVjdCIsInJvbGUiOm51bGwslm9yZ0lkIjpudWxsLCJwcm9qZWNO0SWQ)

[context=eyJwYWdlIjoichJvamVjdCIsInJvbGUiOm51bGwslm9yZ0lkIjpudWxsLCJwcm9qZWNO0SWQ](https://www.simap.ch/de/redirect?context=eyJwYWdlIjoichJvamVjdCIsInJvbGUiOm51bGwslm9yZ0lkIjpudWxsLCJwcm9qZWNO0SWQ)

Languages in which tenders or requests to participate may be submitted: German, English

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of tenders: 28/05/2026 23:59:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

Conditions relating to the performance of the contract: Further details in the official publication on simap.ch

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: yes

Financial arrangement: Further details in the official publication on simap.ch

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif fédéral

Information about review deadlines: Instructions on legal remedies In accordance with Article 56 paragraph 1 of the Public Procurement Act (PPA), a written appeal against this decision can be lodged with the Federal Administrative Court, P.O. Box, 9023 St. Gallen, Switzerland, within 20 days of notification. Any appeal is to be submitted in duplicate and must include what is being sought, the grounds for appeal, evidence and the signature of the person lodging the appeal or his or her representative. A copy of this decision and available evidence must be included. The provisions of the Administrative Procedure Act (APA) on legal holidays do not apply in accordance with Article 56 paragraph 2 of the PPA.

Organisation providing additional information about the procurement procedure: ETH Zürich - Abt. Informatikdienste

5.1. Lot: LOT-0002

Title: Procurement of a runbook platform for automation services with integration into the ITSM /ESM solution from Lot 1

Description: A platform for automation services is required that provides technical automation and can be integrated into the new ITSM/ESM solution.

5.1.1. Purpose

Main nature of the contract: Supplies

Main classification (cpv): 48000000 Software package and information systems

Additional classification (cpv): 48000000 Software package and information systems, 72000000 IT services: consulting, software development, Internet and support

Options:

Description of the options: According to the tender documents

5.1.2. Place of performance

Town: Zürich

Postcode: 8092

Country subdivision (NUTS): Zürich (CH040)

Country: Switzerland

5.1.3. Estimated duration

Other duration: Unknown

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: According to the tender documents

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

Procurement Project not financed with EU Funds.

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Award criteria

Description of the method to be used if weighting cannot be expressed by criteria: The award criteria are defined in the documentation.

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Access to certain procurement documents is restricted

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Ad hoc communication channel:

Name: Simap.ch

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Languages in which tenders or requests to participate may be submitted: German, English

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The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known
Conditions relating to the performance of the contract: Further details in the official publication on simap.ch
Electronic invoicing: Required
Electronic ordering will be used: no
Electronic payment will be used: yes
Financial arrangement: Further details in the official publication on simap.ch

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif fédéral

Information about review deadlines: Instructions on legal remedies In accordance with Article 56 paragraph 1 of the Public Procurement Act (PPA), a written appeal against this decision can be lodged with the Federal Administrative Court, P.O. Box, 9023 St. Gallen, Switzerland, within 20 days of notification. Any appeal is to be submitted in duplicate and must include what is being sought, the grounds for appeal, evidence and the signature of the person lodging the appeal or his or her representative. A copy of this decision and available evidence must be included. The provisions of the Administrative Procedure Act (APA) on legal holidays do not apply in accordance with Article 56 paragraph 2 of the PPA.

Organisation providing additional information about the procurement procedure: ETH Zürich - Abt. Informatikdienste

8. Organisations

8.1. ORG-0001

Official name: ETH Zürich - Abt. Informatikdienste

Registration number: 4b149bcb-c54e-4120-97a2-8181ab594815

Postal address: Binzmühlestrasse 130

Town: Zürich

Postcode: 8092

Country subdivision (NUTS): Zürich (CH040)

Country: Switzerland

Email: gatt-wto@id.ethz.ch

Telephone: +41446321111

Internet address: <https://www.ethz.ch>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Tribunal administratif fédéral

Registration number: BVGER

Postal address: Postfach

Town: St. Gallen

Postcode: 9023

Country subdivision (NUTS): St. Gallen (CH055)

Country: Switzerland

Email: info@bvger.admin.ch

Telephone: +41584652626

Internet address: <https://www.bvger.ch>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: Simap.ch

Registration number: CH001

Postal address: Holzikofenweg 36

Town: Bern

Postcode: 3003

Country subdivision (NUTS): Bern / Berne (CH021)

Country: Switzerland

Email: support@simap.ch

Telephone: +41584646388

Internet address: <https://www.simap.ch>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: ef4d9e5e-3c6f-447e-9d3c-207d64b623dd - 01

Form type: Competition

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