

374645-2026 - Competition

Netherlands – IT services: consulting, software development, Internet and support – Enterprise Service Management (ESM) Platform

OJ S 103/2026 01/06/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Technische Universiteit Eindhoven

Email: procurement@tue.nl

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: Enterprise Service Management (ESM) Platform

Description: Universities and research institutions increasingly operate like complex enterprises, with many service layers across IT, HR, research support, facilities, and teaching administration and TU/e is no exception. To address the challenges that result from this increased complexity we want to introduce Enterprise Service Management in our architecture. Based on our current understanding, three main capabilities of ESM centre around service request management, service delivery orchestration, and support. TU/e wants to start the implementation end of September 2026. The implementation of the Enterprise Service Management (ESM) solution will initially focus on three core business domains: HRM services, ESA services, and LIS services which are now supported in Topdesk. The services of these domains form the first implementation wave and must be explicitly included in the supplier's proposed implementation plan and offering. See tenderdocuments

Procedure identifier: a884a55b-69d7-40a1-b3a0-dc34264629f7

Internal identifier: PCM2026-10070-IL

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

2.1.2. Place of performance

Country subdivision (NUTS): Zuidoost-Noord-Brabant (NL414)

Country: Netherlands

Additional information: Eindhoven

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0000

Title: Enterprise Service Management (ESM) Platform

Description: Universities and research institutions increasingly operate like complex enterprises, with many service layers across IT, HR, research support, facilities, and teaching administration and TU/e is no exception. To address the challenges that result from this increased complexity we want to introduce Enterprise Service Management in our architecture. Based on our current understanding, three main capabilities of ESM centre around service request management, service delivery orchestration, and support. TU/e wants to start the implementation end of September 2026. The implementation of the Enterprise Service Management (ESM) solution will initially focus on three core business domains: HRM services, ESA services, and LIS services which are now supported in Topdesk. The services of these domains form the first implementation wave and must be explicitly included in the supplier's proposed implementation plan and offering. See tenderdocuments

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72000000 IT services: consulting, software development, Internet and support

5.1.2. Place of performance

Country subdivision (NUTS): Zuidoost-Noord-Brabant (NL414)

Country: Netherlands

Additional information: Eindhoven

5.1.3. Estimated duration

Duration: 48 Months

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 required

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Price

Name: Price

Description: See tenderdocuments

Category of award weight criterion: Weight (points, exact)

Award criterion number: 25

Criterion:

Type: Quality

Name: Quality

Description: See tenderdocuments

Category of award weight criterion: Weight (points, exact)

Award criterion number: 75

5.1.11. Procurement documents

Deadline for requesting additional information: 01/07/2026 14:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.tenderned.nl/aankondigingen/overzicht/426970>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.tenderned.nl/aankondigingen/overzicht/426970>

Languages in which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 12/08/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 3 Months

Information about public opening:

Opening date: 12/08/2026 11:05:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

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: Technische Universiteit Eindhoven - Distric Court s'-Hertogenbosch

Organisation providing additional information about the procurement procedure: Technische Universiteit Eindhoven

Organisation providing more information on the review procedures: Technische Universiteit Eindhoven

Organisation receiving requests to participate: Technische Universiteit Eindhoven

8. Organisations

8.1. ORG-0001

Official name: Technische Universiteit Eindhoven
Registration number: 381687890
Postal address: Groene Loper 5
Town: Eindhoven
Postcode: 5612 AE
Country subdivision (NUTS): Zuidoost-Noord-Brabant (NL414)
Country: Netherlands
Contact point: Mevrouw N.M. Poulissen
Email: procurement@tue.nl
Telephone: +31 402472395
Internet address: <http://www.tue.nl>

Other contact points:

Official name: Distric Court s'-Hertogenbosch
Postal address: Leeghwaterlaan 8
Town: 's Hertogenbosch
Postcode: 5223 BA
Country subdivision (NUTS): Zuidoost-Noord-Brabant (NL414)
Country: Netherlands
Email: info.rechtbanksHertogenbosch@rechtspraak.nl
Telephone: +31 883621000
Internet address: <https://www.rechtspraak.nl>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation receiving requests to participate
Review organisation
Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 89f1eba5-c558-443c-af73-b32a07718f99 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 29/05/2026 10:22:16 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: English
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