

473266-2026 - Competition

Luxembourg – IT services: consulting, software development, Internet and support – Assistance au service Guichet.lu Helpdesk

OJ S 130/2026 09/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Centre des technologies de l'information de l'Etat

Email: supportmarchespublics@ctie.etat.lu

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Assistance au service Guichet.lu Helpdesk

Description: Le marché consiste à assister le service Guichet.lu Helpdesk pour assurer le support et la gestion du 1er niveau de dépannage.

Procedure identifier: 0155e983-cf4d-4361-9ac4-80c09c622891

Internal identifier: 2601720

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): Luxembourg (LU000)

Country: Luxembourg

2.1.4. General information

Additional information: Modalités de retrait du dossier : Le dossier de procédure ouverte peut être téléchargé gratuitement sur le site : www.pmp.lu Réception des offres/candidatures : Les offres sont à déposer selon les dispositions du point 2.10 du cahier des charges.

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: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Lot 1

Description: Support du 1er niveau – mise à disposition de sept (7) agents Helpdesk

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): Luxembourg (LU000)

Country: Luxembourg

5.1.3. Estimated duration

Other duration: Unknown

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Price

Description: Prix le plus bas

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

Award criterion number: 140

Criterion:

Type: Quality

Description: Certifications et Expériences

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

Award criterion number: 20

5.1.11. Procurement documents

Address of the procurement documents: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 21/09/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 0 Month

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: Juridictions administratives

Information about review deadlines: <https://justice.public.lu/fr/organisation-justice/juridictions-administratives.html>

Organisation providing additional information about the procurement procedure: Centre des technologies de l'information de l'Etat

Organisation providing offline access to the procurement documents: Centre des technologies de l'information de l'Etat

Organisation receiving requests to participate: Centre des technologies de l'information de l'Etat

Organisation processing tenders: Centre des technologies de l'information de l'Etat

5.1. Lot: LOT-0002

Title: Lot 2

Description: Chef d'équipe du service Guichet.lu Helpdesk – mise à disposition d'un (1) agent

Internal identifier: 2

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): Luxembourg (LU000)

Country: Luxembourg

5.1.3. Estimated duration

Other duration: Unknown

5.1.6. General information

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes
This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.9. Selection criteria

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

5.1.10. Award criteria

Criterion:

Type: Price

Description: Prix le plus bas

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

Award criterion number: 20

Criterion:

Type: Quality

Description: Certifications et Expériences

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

Award criterion number: 20

5.1.11. Procurement documents

Address of the procurement documents: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

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

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 21/09/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 0 Month

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: Juridictions administratives

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Organisation providing additional information about the procurement procedure: Centre des technologies de l'information de l'Etat
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Organisation receiving requests to participate: Centre des technologies de l'information de l'Etat
Organisation processing tenders: Centre des technologies de l'information de l'Etat

8. Organisations

8.1. ORG-0001

Official name: Centre des technologies de l'information de l'Etat
Registration number: LU10889245
Postal address: 560, rue de Neudorf
Town: Luxembourg
Postcode: 2220
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Contact point: Centre des technologies de l'information de l'Etat
Email: supportmarchespublics@ctie.etat.lu
Telephone: +352 24781295

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Organisation processing tenders

8.1. ORG-0002

Official name: Juridictions administratives
Registration number: JURAD
Postal address: 1, rue du Fort Thüngen
Town: Luxembourg
Postcode: 1499
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Contact point: Tribunal administratif - greffe
Email: greffe.tribunal@ja.etat.lu
Telephone: 42105-1
Internet address: <https://justice.public.lu/fr/organisation-justice/juridictions-administratives.html>

Roles of this organisation:
Review organisation

Notice information

Notice identifier/version: c994aea5-7c9c-4464-9072-b4ceeaf1d0fc - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16

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