

**Luxembourg-Esch-sur-Alzette: Software package and information systems**

OJ S 200/2020 14/10/2020

Contract notice

Supplies

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Universite Du Luxembourg

Postal address: 2, Avenue de L'Université

Town: Esch-sur-Alzette

NUTS code: LU Luxembourg

Postal code: 4365

Country: Luxembourg

Contact person: Administration des Marches Publics de L'Université

E-mail: [admin.tender@uni.lu](mailto:admin.tender@uni.lu)**Internet address(es):**Main address: <https://wwwfr.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&refConsultation=20933&orgAcronyme=t5y](https://pmp.b2g.etat.lu/?page=entreprise.EntrepriseDetailsConsultation&refConsultation=20933&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&refConsultation=20933&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&refConsultation=20933&orgAcronyme=t5y](https://pmp.b2g.etat.lu/?page=entreprise.EntrepriseDetailsConsultation&refConsultation=20933&orgAcronyme=t5y)

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

Other activity: Research and teaching

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

RFP 200019 — Tender for ServiceNow Licenses

Reference number: 2001592

**II.1.2.**

**Main CPV code**

48000000 Software package and information systems

**II.1.3. Type of contract**

Supplies

**II.1.4. Short description**

This call for tenders is aimed at concluding a contract for supplies and services, fixed at one (1) year, renewable three (3) times for one (1) year (1 + 1 + 1 + 1) on the advice of the University, in order to retain a contracting party known for its expertise in ServiceNow authorized and certified partner. The contract only consists of one (1) and unique lot as follows: to provide ServiceNow Licenses and associated advisory services regarding the licensing model taking into consideration University's objectives in terms of digital strategy and University's real needs throughout the Contract's lifecycle.

**II.1.5. Estimated total value****II.1.6. Information about lots**

This contract is divided into lots: no

**II.2. Description****II.2.2. Additional CPV code(s)**

48000000 Software package and information systems

**II.2.3. Place of performance**

NUTS code: LU Luxembourg

**II.2.4. Description of the procurement**

This call for tenders is aimed at concluding a contract for supplies and services, fixed at one (1) year, renewable three (3) times for one (1) year (1 + 1 + 1 + 1) on the advice of the University, in order to retain a Contracting Party known for its expertise in ServiceNow authorized and certified partner. The contract only consists of one (1) and unique lot as follows: to provide ServiceNow Licenses and associated advisory services regarding the licensing model taking into consideration University's objectives in terms of digital strategy and University's real needs throughout the contract's lifecycle.

**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: 12

This contract is subject to renewal: yes

Description of renewals:

This tenders is aimed at concluding a contract for supplies and services, fixed at one (1) year, renewable three (3) times for one (1) year (1 + 1 + 1 +1) on the advice 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**

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### **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: 10/11/2020 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: 10/11/2020 Local time: 11:00

Place:

Université du Luxembourg Maison du Savoir Administration des Marchés Publics — 16th floor  
2 Avenue de l'Université L-4365 Esch/Alzette.

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

### **VI.3. Additional information**

Download the tender file after registration as 'company' on the national portal for tenders at:

<https://pmp.b2g.etat.lu/?page=entreprise.EntrepriseAdvancedSearch&AllCons&EnCours>

For research use the reference number: Université du Luxembourg Maison du Savoir  
Administration des Marchés Publics — 16th floor 2 Avenue de l'Université L-4365 Esch/Alzette

The electronic bid (compulsory) needs to be fully and successfully uploaded on the portal at the due date and time (see instructions in the tender file). Due to the duration of the process, beware to check the configuration of your working station and to start uploading your bid early enough. If a paper bid is provided as a rescue bid (optional, can only be used in case of failure of the electronic procedure) it needs to be delivered at the due date and time in the premises of the University.

### **VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Tribunal Administrative

Town: Luxembourg

Country: Luxembourg

**VI.5. Date of dispatch of this notice**

09/10/2020