

458053-2025 - Result

Notice View

Related notices

Notice View

▼ Summary

Result

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

CfT 24AB04 – CALL FOR TENDER FOR A FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICE DESK CONSULTANCY SERVICES

Luxembourg, Luxembourg (LU000)

Type of procedure: Open

Buyer

Buyer: Université du Luxembourg

Email: admin.tender@uni.lu

Luxembourg, Luxembourg (LU000), Esch-sur-Alzette

LOT-0001: CfT 24AB04 – CALL FOR TENDER FOR A FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICE DESK CONSULTANCY SERVICES

IT services: consulting, software development, Internet and support

Luxembourg, Luxembourg (LU000)

Results

Maximum value of the framework agreements in this notice: 6 921 200,00 EUR

LOT-0001: At least one winner was chosen.

Maximum value of the framework agreement: 6 921 200,00 EUR

Tender identifier: EL4

Identifier of lot or group of lots: LOT-0001

Identifier of the contract: 24AB04

Date of the conclusion of the contract: 24/04/2025

Winner: NSI Luxembourg PSF SA

Luxembourg, Luxembourg (LU000), Esch-sur-Alzette

▼ Languages and formats

Official language (Signed PDF)



PDF

BG CS DA DE EL ES EN ET FI FR GA HR HU IT LT LV MT NL PL PT RO SK SL SV

Machine translation HTML

BG CS DA DE EL ES EN ET FI FR GA HR HU IT LT LV MT NL PL PT RO SK SL SV

▼ Notice

Current language

458053-2025 - Result

Luxembourg – IT services: consulting, software development, Internet and support – CfT 24AB04 – CALL FOR TENDER FOR A FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICE DESK CONSULTANCY SERVICES

OJ S 132/2025 14/07/2025

Contract or concession award notice – standard regime

Services

1. Buyer**1.1. Buyer**

Official name: Université du Luxembourg

Email: admin.tender@uni.lu

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure**2.1. Procedure**

Title: CfT 24AB04 – CALL FOR TENDER FOR A FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICE DESK CONSULTANCY SERVICES

Description: The University wishes to procure Service Desk Consultancy Services (also further referred as "Service Desk Services") provided under a Framework Agreement as part of the Services. Service Desk Services are the Services and activities, as further detailed in the Call for Tender file, required to coordinate, and respond to Incidents and Service Requests made by the University information technology (IT) End Users. This Call for Tenders is aimed at concluding a Framework Agreement, fixed at two (2) years, renewable two (2) times for one (1) year (2 + 1 + 1) on the advice of the University, in order to retain one Contracting Party, without reopening of competition, known for its expertise in Service Desk Services. It shall be noted that section 3.4 of this Call for Tenders is an initial Assignment request (hereinafter also

referred to as "Mission A") on this Framework Agreement and might constitute a first subsequent contract on the Framework Agreement, while awarded in accordance with the conditions set out in sections 2.3 of this Call for Tenders.

Procedure identifier: 4bfa8671-fbe5-4f03-8880-ea4ff4294c92

Previous notice: 51568-2025

Internal identifier: 2500119

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 : Via the Public Procurement Portal Réception des offres/candidatures : Via the Public Procurement Portal Conditions de participation : Via the Public Procurement Portal

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0001

Title: CfT 24AB04 – CALL FOR TENDER FOR A FRAMEWORK AGREEMENT FOR THE PROVISION OF SERVICE DESK CONSULTANCY SERVICES

Description: The University wishes to procure Service Desk Consultancy Services (also further referred as "Service Desk Services") provided under a Framework Agreement as part of the Services. Service Desk Services are the Services and activities, as further detailed in the Call for Tender file, required to coordinate, and respond to Incidents and Service Requests made by the University information technology (IT) End Users. This Call for Tenders is aimed at concluding a Framework Agreement, fixed at two (2) years, renewable two (2) times for one (1) year (2 + 1 + 1) on the advice of the University, in order to retain one Contracting Party, without reopening of competition, known for its expertise in Service Desk Services. It shall be noted that section 3.4 of this Call for Tenders is an initial Assignment request (hereinafter also referred to as "Mission A") on this Framework Agreement and might constitute a first subsequent contract on the Framework Agreement, while awarded in accordance with the conditions set out in sections 2.3 of this Call for Tenders.

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

5.1.6. General information

Procurement Project not financed with EU Funds.

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

Information about previous notices:

Identifier of the previous notice: 51568-2025

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Qualitative award criteria

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

Award criterion number: 60,00

Criterion:

Type: Price

Description: Financial award criteria

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

Award criterion number: 40,00

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

Electronic auction: no

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: Université du Luxembourg

Organisation providing offline access to the procurement documents: Université du Luxembourg

Organisation signing the contract: Université du Luxembourg

6. Results

Maximum value of the framework agreements in this notice: 6 921 200,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 6 921 200,00 EUR

6.1.2. Information about winners

Winner:

Official name: NSI Luxembourg PSF SA

Tender:

Tender identifier: EL4

Identifier of lot or group of lots: LOT-0001

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 24AB04

Date of the conclusion of the contract: 24/04/2025

Information about European Union funds:

Organisation signing the contract: Université du Luxembourg

6.1.3. Non-winning tenderers

Non-winning tenderers:

Official name: Sogeti Luxembourg SA

Non-winning tenderers:

Official name: Post Telecom SA

Non-winning tenderers:

Official name: Westpole Luxembourg SA

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 4

8. Organisations

8.1. ORG-0001

Official name: Université du Luxembourg

Registration number: J20

Postal address: 2, place de l'Université

Town: Esch-sur-Alzette

Postcode: 4365

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Admin Tender

Email: admin.tender@uni.lu

Telephone: +352 46 66 44 1

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation signing the contract

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

8.1. ORG-0003

Official name: NSI Luxembourg PSF SA

Size of the economic operator: Large

Registration number: LU35838066

Postal address: 25 rue Henri Koch

Town: Esch-sur-Alzette

Postcode: 4354

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: info@nsi.lu

Telephone: +352 288376500

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0004

Official name: Post Telecom SA

Size of the economic operator: Large

Registration number: LU15558109

Postal address: 1 rue Emile Bian

Town: Luxembourg

Postcode: 1235

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: rfp.team@post.lu

Telephone: +352 24241

Roles of this organisation:

Tenderer

8.1. ORG-0005

Official name: Sogeti Luxembourg SA

Size of the economic operator: Large

Registration number: LU15554966

Postal address: 36, route de Longwy

Town: Bertrange

Postcode: 8080

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: vincent.ledieu@sogeti.com

Telephone: +352 314401

Roles of this organisation:

Tenderer

8.1. ORG-0006

Official name: Westpole Luxembourg SA

Size of the economic operator: Micro, small, or medium

Registration number: LU15533328

Postal address: 13 rue de l'Industrie

Town: Windhof

Postcode: 8399

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: c.paint@westpole.lu

Telephone: +352 23903261

Roles of this organisation:

Tenderer

Notice information

Notice identifier/version: e18ad04f-5ec2-4efc-a578-b0d3b35e31e5 - 03

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 09/07/2025 11:53:40 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: French

Notice publication number: 458053-2025

OJ S issue number: 132/2025

Publication date: 14/07/2025