

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:327036-2023:TEXT:EN:HTML>

**Luxembourg-Esch sur Alzette: Miscellaneous software development services and computer systems
2023/S 105-327036**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: Université du Luxembourg
Postal address: 2, avenue de l'Université
Town: Esch sur Alzette
NUTS code: LU Luxembourg
Postal code: L-4365
Country: Luxembourg
Contact person: Marie BOURCY
E-mail: admin.tender@uni.lu

Internet address(es):

Main address: <https://wwwfr.uni.lu/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity: Education and research

Section II: Object

II.1) Scope of the procurement

II.1.1) Title:

230004 - Framework Agreement for ServiceNow® consultancy services
Reference number: 2300222

II.1.2) Main CPV code

72212900 Miscellaneous software development services and computer systems

II.1.3) Type of contract

Services

II.1.4) Short description:

The University wants to have external support for the development, maintenance, and support of ServiceNow® solutions, including the following: - Customizing the platform taking into consideration the University's specific needs (e.g., new functionalities). - Performing evolutive and adaptive maintenance in coordination with the existing applications. - Providing corrective maintenance.

II.1.6) Information about lots

This contract is divided into lots: yes

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 4 915 963.80 EUR

II.2) **Description**

II.2.1) **Title:**

Product Owner

Lot No: 1

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

72212900 Miscellaneous software development services and computer systems

II.2.3) **Place of performance**

NUTS code: LU Luxembourg

NUTS code: LU00 Luxembourg

NUTS code: LU000 Luxembourg

NUTS code: LU0 Luxembourg

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

The Product Owner is responsible for overseeing the product development lifecycle from conceptualization to prototyping until it is ready for delivery to end-users, working with multi-functional teams and driving the implementation and maintenance of ServiceNow® solutions.

II.2.5) **Award criteria**

Cost criterion - Name: Provalis S.A. / Weighting: 89

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**

II.2) **Description**

II.2.1) **Title:**

Business Analyst

Lot No: 2

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

72212900 Miscellaneous software development services and computer systems

II.2.3) **Place of performance**

NUTS code: LU Luxembourg

NUTS code: LU00 Luxembourg

NUTS code: LU000 Luxembourg

NUTS code: LU0 Luxembourg

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

A Business Analyst provides analysis of the existing processes and data requirements to drive continuous improvement of the University processes and procedures by leveraging the capabilities of the ServiceNow® platform.

II.2.5) **Award criteria**

Cost criterion - Name: Provalis S.A. / Weighting: 87

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**

II.2) **Description**

II.2.1) **Title:**

Technical Architect

Lot No: 3

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

72212900 Miscellaneous software development services and computer systems

II.2.3) **Place of performance**

NUTS code: LU Luxembourg

NUTS code: LU00 Luxembourg

NUTS code: LU000 Luxembourg

NUTS code: LU0 Luxembourg

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

By working closely with the business stakeholders and IT professionals, the Technical Architect is responsible for analyzing and translating business and technical requirements into architectural blue-prints, proposing solutions to achieve complex business objectives. The role provides guidance on, assists in establishing, and participates in technical governance processes.

II.2.5) **Award criteria**

Cost criterion - Name: Devoteam S.A. / Weighting: 90

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**

II.2) **Description**

II.2.1) **Title:**

Developer

Lot No: 4

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

72212900 Miscellaneous software development services and computer systems

II.2.3) **Place of performance**

NUTS code: LU Luxembourg

NUTS code: LU00 Luxembourg

NUTS code: LU000 Luxembourg

NUTS code: LU0 Luxembourg

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

A Developer is responsible for developing, maintain and improving solutions that align with user needs. Their duties include working with the stakeholders, the Product Owner, and Business Analysts to trans-late user needs into working software, coordinating with other IT professionals to design, implement, test and deploy solutions.

II.2.5) **Award criteria**

Cost criterion - Name: Devoteam S.A. / Weighting: 90

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**

II.2) **Description**

II.2.1) **Title:**

Support

Lot No: 5

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

72212900 Miscellaneous software development services and computer systems

II.2.3) **Place of performance**

NUTS code: LU Luxembourg

NUTS code: LU00 Luxembourg

NUTS code: LU000 Luxembourg

NUTS code: LU0 Luxembourg

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

A Support Engineer maintains and improves the solutions to ensure all end-users have the technology they need to complete their work and the business information remains safe and intact.

II.2.5) **Award criteria**

Cost criterion - Name: Provalis S.A. / Weighting: 85

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

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.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 025-071500](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Contract No: 230004-01

Lot No: 1

Title:

Product Owner

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

15/05/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Provalis S.A.

Postal address: 17 Boulevard Grande-Duchesse Charlotte

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: 1331

Country: Luxembourg

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 950 490.90 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 230004-02

Lot No: 2

Title:

Business Analyst(s)

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

15/05/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Provalis S.A.

Postal address: 17 Boulevard Grande-Duchesse Charlotte

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: 1331

Country: Luxembourg

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 1 650 000.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 230004-05

Lot No: 5

Title:

Support

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

15/05/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Provalis S.A.

Postal address: 17 Boulevard Grande-Duchesse Charlotte

Town: Luxembourg

NUTS code: LU Luxembourg

Postal code: 1331

Country: Luxembourg

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 1 196 890.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 230004-03

Lot No: 3

Title:

Technical architect

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

15/05/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Devoteam S.A.

Postal address: 7 route des Trois cantons

Town: Windhof

NUTS code: LU Luxembourg

Postal code: 8399

Country: Luxembourg

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 413 600.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: 230004-04

Lot No: 4

Title:

Developer

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

15/05/2023

V.2.2) **Information about tenders**

Number of tenders received: 1

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Official name: Devoteam S.A.

Postal address: 7 route des Trois cantons

Town: Windhof

NUTS code: LU Luxembourg

Postal code: 8399

Country: Luxembourg

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Total value of the contract/lot: 704 000.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Juridictions administratives

Town: Luxembourg

Country: Luxembourg

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

30/05/2023