

Université du Luxembourg
Administration Centrale
Administration des Marchés Publics de l'Université

Avis

Type d'avis: Avis

Procédure : 19 accord-cadre

Type de marché : Services

Date limite de remise des plis : 06/03/2023 11:00

Intitulé : 230004 - Framework Agreement for ServiceNow® consultancy services

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.

Lots 1: Intitulé: Product Owner: mono-attributed, single profile (Senior)

- Description : 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.
- Informations complémentaires :

Lots 2: Intitulé: Business Analyst(s): mono-attributed, two profiles (Senior and Medium)

- Description : 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.
- Informations complémentaires :

Lots 3: Intitulé: Technical Architect: multi-attributed, single profile (Medium)

- Description : 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.
- Informations complémentaires :

Lots 4: Intitulé: Developer(s): multi-attributed, two profiles (Senior and Medium)

- Description : 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.
- Informations complémentaires :

Lots 5: Intitulé: Support: multi-attributed, two profiles (Senior and Medium)

- Description : 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.
- Informations complémentaires :

Conditions d'obtention du dossier : via the public procurement portal

Réception des plis : via the public procurement portal

No. avis complet sur pmp.lu: 2300222

Date d'envoi de l'avis au Journal officiel de l'U.E.: 20/01/1970 13:10

Jens Kreisel - Rector