Universit du Luxembourg
Administration Centrale
Administration des Marchs Publics de l'Universit

Avis de march

Procdure : accord-cadre
Type de march : Services

Modalits d'ouverture des offres :
Date: 06/03/2023 Heure: 11:00

SECTION II: OBJET DU MARCH

Intitul attribu au march : 230004 - Framework Agreement for ServiceNow consultancy services
Description succincte du march : 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 Universitys specific needs (e.g., new functionalities).
- Performing evolutive and adaptive maintenance in coordination with the existing applications.
- Providing corrective maintenance.

Lot 1 : Product Owner: mono-attributed, single profile (Senior)
   - Description succincte : 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.

Lot 2 : Business Analyst(s): mono-attributed, two profiles (Senior and Medium)
   - Description succincte : 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.

Lot 3 : Technical Architect: multi-attributed, single profile (Medium)
   - Description succincte : 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.

Lot 4 : Developer(s): multi-attributed, two profiles (Senior and Medium)
   - Description succincte : 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.

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

- Description succincte : 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.

SECTION IV: PROCDURE

Conditions d'obtention du cahier des charges :
via the public procurement portal

SECTION VI: RENSEIGNEMENTS COMPLMENTAIRES

Autres informations :

Rception des offres : via the public procurement portal

Date d'envoi de l'avis au Journal officiel de l'U.E. : 31/01/2023

La version intgrale de lavis no 2300222 peut tre consulte sur www.marches-publics.lu

Jens Kreisel - Rector