

## 473266-2026 - Competition

Luxembourg – IT services: consulting, software development, Internet and support – Assistance au service Guichet.lu Helpdesk

OJ S 130/2026 09/07/2026

Contract or concession notice – standard regime

Services

### 1. Buyer

---

#### 1.1. Buyer

Official name: Centre des technologies de l'information de l'Etat

Email: [supportmarchespublics@ctie.etat.lu](mailto:supportmarchespublics@ctie.etat.lu)

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

### 2. Procedure

---

#### 2.1. Procedure

Title: Assistance au service Guichet.lu Helpdesk

Description: Le marché consiste à assister le service Guichet.lu Helpdesk pour assurer le support et la gestion du 1er niveau de dépannage.

Procedure identifier: 0155e983-cf4d-4361-9ac4-80c09c622891

Internal identifier: 2601720

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 : Le dossier de procédure ouverte peut être téléchargé gratuitement sur le site : [www.pmp.lu](http://www.pmp.lu) Réception des offres/candidatures : Les offres sont à déposer selon les dispositions du point 2.10 du cahier des charges.

**Legal basis:**

Directive 2014/24/EU

##### 2.1.5. Terms of procurement

**Terms of submission:**

Maximum number of lots for which one tenderer can submit tenders: 2

**Terms of contract:**

Maximum number of lots for which contracts can be awarded to one tenderer: 2

##### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

## 5. Lot

---

### 5.1. Lot: LOT-0001

Title: Lot 1

Description: Support du 1er niveau – mise à disposition de sept (7) agents Helpdesk

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

#### 5.1.3. Estimated duration

Other duration: Unknown

#### 5.1.6. General information

##### Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

#### 5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

#### 5.1.10. Award criteria

##### Criterion:

Type: Price

Description: Prix le plus bas

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

Award criterion number: 140

##### Criterion:

Type: Quality

Description: Certifications et Expériences

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

Award criterion number: 20

#### 5.1.11. Procurement documents

Address of the procurement documents: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

#### 5.1.12. Terms of procurement

##### Terms of submission:

Electronic submission: Required

Address for submission: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

Languages in which tenders or requests to participate may be submitted: French

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 21/09/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 0 Month

**Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

**5.1.15. Techniques**

**Framework agreement:**

No framework agreement

**Information about the dynamic purchasing system:**

No dynamic purchase system

**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: Centre des technologies de l'information de l'Etat

Organisation providing offline access to the procurement documents: Centre des technologies de l'information de l'Etat

Organisation receiving requests to participate: Centre des technologies de l'information de l'Etat

Organisation processing tenders: Centre des technologies de l'information de l'Etat

**5.1. Lot: LOT-0002**

Title: Lot 2

Description: Chef d'équipe du service Guichet.lu Helpdesk – mise à disposition d'un (1) agent

Internal identifier: 2

**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

**5.1.3. Estimated duration**

Other duration: Unknown

**5.1.6. General information**

**Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes  
This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

#### **5.1.9. Selection criteria**

Sources of selection criteria: European Single Procurement Document (ESPD)

#### **5.1.10. Award criteria**

##### **Criterion:**

Type: Price

Description: Prix le plus bas

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

Award criterion number: 20

##### **Criterion:**

Type: Quality

Description: Certifications et Expériences

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

Award criterion number: 20

#### **5.1.11. Procurement documents**

Address of the procurement documents: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

#### **5.1.12. Terms of procurement**

##### **Terms of submission:**

Electronic submission: Required

Address for submission: <https://pmp.b2g.etat.lu/entreprise/consultation/543682?orgAcronyme=t5y>

Languages in which tenders or requests to participate may be submitted: French

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 21/09/2026 10:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 0 Month

##### **Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

#### **5.1.15. Techniques**

##### **Framework agreement:**

No framework agreement

##### **Information about the dynamic purchasing system:**

No dynamic purchase system

#### **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: Centre des technologies de l'information de l'Etat

Organisation providing offline access to the procurement documents: Centre des technologies de l'information de l'Etat

Organisation receiving requests to participate: Centre des technologies de l'information de l'Etat

Organisation processing tenders: Centre des technologies de l'information de l'Etat

## 8. Organisations

---

### 8.1. ORG-0001

Official name: Centre des technologies de l'information de l'Etat

Registration number: LU10889245

Postal address: 560, rue de Neudorf

Town: Luxembourg

Postcode: 2220

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Centre des technologies de l'information de l'Etat

Email: [supportmarchespublics@ctie.etat.lu](mailto:supportmarchespublics@ctie.etat.lu)

Telephone: +352 24781295

**Roles of this organisation:**

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

### 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](mailto: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

## Notice information

---

Notice identifier/version: c994aea5-7c9c-4464-9072-b4ceeaf1d0fc - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 06/07/2026 09:16:40 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: French

Notice publication number: 473266-2026

OJ S issue number: 130/2026

Publication date: 09/07/2026