

1. Buyer

1.1 Buyer

Official name : Technische Universiteit Eindhoven

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1 Procedure

Title: Enterprise Service Management (ESM) Platform

Description: Universities and research institutions increasingly operate like complex enterprises, with many service layers across IT, HR, research support, facilities, and teaching administration and TU/e is no exception. To address the challenges that result from this increased complexity we want to introduce Enterprise Service Management in our architecture. Based on our current understanding, three main capabilities of ESM centre around service request management, service delivery orchestration, and support. TU/e wants to start the implementation end of September 2026. The implementation of the Enterprise Service Management (ESM) solution will initially focus on three core business domains: HRM services, ESA services, and LIS services which are now supported in Topdesk. The services of these domains form the first implementation wave and must be explicitly included in the supplier's proposed implementation plan and offering. See tenderdocuments

Procedure identifier: a884a55b-69d7-40a1-b3a0-dc34264629f7

Internal identifier: PCM2026-10070-IL

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): Zuidoost-Noord-Brabant (NL414)

Country: Netherlands

Additional information: Eindhoven

2.1.4 General information

Legal basis:

Directive 2014/24/EU

2.1.6 Grounds for exclusion

Sources of

grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1 Lot technical ID: LOT-0000

Title: Enterprise Service Management (ESM) Platform

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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): Zuidoost-Noord-Brabant (NL414)

Country: Netherlands

Additional information: Eindhoven

5.1.3 Estimated duration

Duration: 48 Month

5.1.6 General information

Reserved participation: Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government: yes

Procurement
Agreement
(GPA):

5.1.7 Strategic procurement

Aim of
strategic
procurement No strategic procurement
:

5.1.9 Selection criteria

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

5.1.10 Award criteria

Criterion:

Type: Price

Name: Price

Description: See tenderdocuments

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

Award
criterion 25
number:

Criterion:

Type: Quality

Name: Quality

Description: See tenderdocuments

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

Award
criterion 75
number:

5.1.11 Procurement documents

Deadline for
requesting
additional 01/07/2026 14:00 +02:00
information:

Address of
the <https://www.tenderned.nl/aankondigingen/overzicht/426970>
procurement
documents:

5.1.12 Terms of procurement

Terms of submission:

Electronic
submission: Required

Address for
submission: <https://www.tenderned.nl/aankondigingen/overzicht/426970>

Languages in

which tenders or requests to participate may be submitted: Dutch

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 12/08/2026 11:00 +02:00

Deadline until which the tender must remain valid: 3 Month

Information about public opening:

Opening date : 12/08/2026 11:05 +02:00

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: Technische Universiteit Eindhoven - Distric Court s'-Hertogenbosch

Organisation providing additional information: Technische Universiteit Eindhoven

about the
procurement
procedure:

Organisation
providing
more

information Technische Universiteit Eindhoven
on the
review
procedures:

Organisation
receiving
requests to
participate:

Technische Universiteit Eindhoven

8. Organisations

8.1 ORG-0001

Official name
: Technische Universiteit Eindhoven

Registration
number: 381687890

Postal
address: Groene Loper 5

Town: Eindhoven

Postcode: 5612 AE

Country
subdivision Zuidoost-Noord-Brabant (NL414)
(NUTS):

Country: Netherlands

Contact point
: Mevrouw N.M. Poulissen

Email: procurement@tue.nl

Telephone: +31 402472395

Internet
address: <http://www.tue.nl>

Other contact points:

Official name
: Distric Court s'-Hertogenbosch

Postal
address: Leeghwaterlaan 8

Town: 's Hertogenbosch

Postcode: 5223 BA

Country
subdivision Zuidoost-Noord-Brabant (NL414)
(NUTS):

Country: Netherlands

Email: info.rechtbanksHertogenbosch@rechtspraak.nl

Telephone: +31 883621000

Internet
address: <https://www.rechtspraak.nl>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice

identifier 89f1eba5-c558-443c-af73-b32a07718f99 - 01

/version:

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice

dispatch date 29/05/2026 10:22 +02:00

:

Languages in

which this

notice is English

officially

available: