

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

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

5.1.5 Value

Estimated value excluding VAT: 1 Euro

5.1.6 General information

Procurement Project not financed with EU Funds.

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

5.1.7 Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.10 Award criteria

Criterion:

Type: Price

Name: Price

Description: See tenderdocuments

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

Award
criterion
number: 25

Criterion:

Type: Quality

Name: Quality

Description: See tenderdocuments

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

Award
criterion
number: 75

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
about the
procurement
procedure: Technische Universiteit Eindhoven

Organisation
providing
more
information
on the review
procedures: Technische Universiteit Eindhoven

Organisation
signing the
contract: Technische Universiteit Eindhoven

6. Results

Value of all
contracts
awarded in
this notice: 1 Euro

6.1 Result lot Identifier: LOT-0000

At least one winner was chosen.

6.1.2 Information about winners

Winner:

Official name: Pink Elephant Education B.V.

Tender:

Tender identifier: 1

Identifier of lot or group of lots: LOT-0000

Value of the tender: 1 Euro

The tender was ranked: no

The tender is a variant: no

Subcontracting : No

Contract information:

Identifier of the contract: CON-0001

Title: P1 Enterprise Service Management (ESM) Platform

Date on which the winner was chosen: 21/09/2026

Date of the conclusion of the contract: 29/10/2026

Organisation signing the contract: Technische Universiteit Eindhoven

6.1.4 Statistical information

Summary of the review requests the buyer received:

Number of complainants: 0

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 6

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 2

Type of received submissions: Tenders

Number of
tenders or
requests to
participate
received: 6

Range of tenders:

Value of the
lowest
admissible
tender: 1 Euro

Value of the
highest
admissible
tender: 2 Euro

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

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

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

Review organisation

Organisation providing more information on the review procedures

Organisation signing the contract

8.1 ORG-0002

Official name: Pink Elephant Education B.V.

Size of the
economic operator: Small

Registration
number: 50277804

Postal address
: Straatweg 193B

Town: Rotterdam

Postcode: 3054AD

Country
subdivision (NUTS): Groot-Rijnmond (NL366)

Country: Netherlands

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

Roles of this organisation:

Tenderer

Winner of
these lots: LOT-0000

Notice information

Notice
identifier d0c5b292-01d2-478a-9244-6f9c48f3b3d3 - 01
/version:

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice
dispatch date: 29/10/2026 13:10 +01:00

Languages in
which this
notice is
officially
available: English