

France-Paris: Customer Relation Management software development services

OJ S 12/2023 17/01/2023

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: musée de l'armée

Postal address: 129 rue de Grenelle

Town: Paris

NUTS code: FR101 Paris

Postal code: 75007

Country: France

E-mail: Marches@musee-armee.fr**Internet address(es):**Main address: <https://www.musee-armee.fr/accueil.html>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/?page=Entreprise>.

[EntrepriseAdvancedSearch&AllCons&id=2160817&orgAcronyme=g7h](https://www.marches-publics.gouv.fr/?page=Entreprise)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.gouv.fr/?page=Entreprise>.

[EntrepriseAdvancedSearch&AllCons&id=2160817&orgAcronyme=g7h](https://www.marches-publics.gouv.fr/?page=Entreprise)

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://www.marches-publics.gouv.fr/?page=Entreprise>.

[EntrepriseAdvancedSearch&AllCons&id=2160817&orgAcronyme=g7h](https://www.marches-publics.gouv.fr/?page=Entreprise)

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

fourniture, mise en oeuvre et maintenance d'une solution de gestion de la relation contact /client avec marketing automation

Reference number: 2023-05

II.1.2.

Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

le marché a pour objet la fourniture, la mise en oeuvre et la maintenance d'une solution de gestion de la relation contact/client avec marketing automation

II.1.5. Estimated total value

Value excluding VAT: 230 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description**II.2.2. Additional CPV code(s)**

72212445 Customer Relation Management software development services, 48445000 Customer Relation Management software package, 79340000 Advertising and marketing services

II.2.3. Place of performance

NUTS code: FR101 Paris

Main site or place of performance: musée de l'armée

II.2.4. Description of the procurement

le marché a pour objet la fourniture, la mise en oeuvre et la maintenance d'une solution de gestion de la relation contact/client avec marketing automation

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

le marché est d'une durée d'un an à compter de sa notification, reconductible tacitement trois fois par an

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 20/02/2023 Local time: 11:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

French

IV.2.7. Conditions for opening of tenders

Date: 20/02/2023 Local time: 11:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: musée de l'armée

Postal address: 129 rue de Grenelle

Town: Paris

Postal code: 75007

Country: France

E-mail: Marches@musee-armee.fr

Internet address: <https://www.musee-armee.fr/accueil.html>

VI.5. Date of dispatch of this notice

12/01/2023