

France-Paris: Customer Relation Management software development services
OJ S 13/2023 18/01/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: paris sciences lettres quartier latin

Postal address: 60 rue Mazarine

Town: Paris

NUTS code: FR101 Paris

Postal code: 75006

Country: France

E-mail: Affaires.juridiques@psl.eu

Internet address(es):

Main address: <https://psl.eu/>

I.4. Type of the contracting authority

Other type: Fondation de coopération scientifique (FCS)

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

développement et maintenance en conditions opérationnelles du CRM au sein de PSL

Reference number: 2022-006

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

L'Objet du marché consiste en la fourniture, la mise en oeuvre et la maintenance d'un outil CRM, Customer Relationship Management Salesforce mutualisable pour accompagner les différents besoins de PSL et de ses établissements dans la gestion de ses relations avec ses communautés et la dématérialisation des ces différents processus tels que la gestion des contacts, prospection, candidature, partenaires et alumni

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72212445 Customer Relation Management software development services

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

L'Objet du marché consiste en la fourniture, la mise en oeuvre et la maintenance d'un outil CRM, Customer Relationship Management Salesforce mutualisable pour accompagner les différents besoins de PSL et de ses établissements dans la gestion de ses relations avec ses communautés et la dématérialisation des ces différents processus tels que la gestion des contacts, prospection, candidature, partenaires et alumni

II.2.5. Award criteria

Quality criterion - Name: Organisation projet et méthodologie / Weighting: 25

Quality criterion - Name: Compréhension et couverture du besoin / Weighting: 25

Quality criterion - Name: Curriculum vitae proposés / Weighting: 10

Quality criterion - Name: Connaissance de l'enseignement supérieur et de la recherche / Weighting: 10

Price - Weighting: 30

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 IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive procedure with negotiation

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

The procurement involves the establishment of a framework agreement

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2022/S 100-277411](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract

Contract No: 2022-006

Title:

fourniture, mise en oeuvre et maintenance d'un outil CRM, Customer Relationship Management Salesforce mutualisable pour accompagner les différents besoins de PSL et de ses établissements

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

09/11/2022

V.2.2. Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: cognizant Technology Solutions France

Postal address: 50-52 Boulevard Haussman

Town: Paris

NUTS code: FR101 Paris

Postal code: 75009

Country: France

Internet address: <https://www.cognizant.com/fr/fr>

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

Total value of the contract/lot: 1 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: tribunal de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

Internet address: <https://www.justice.gouv.fr/>

VI.4.2.

Body responsible for mediation procedures

Official name: comité Consultatif Interrégional de Paris de Règlement Amiable des Litiges relatifs aux Marchés Publics

Postal address: 5 rue Leblanc

Town: Paris

Postal code: 75011

Country: France

VI.4.4. Service from which information about the review procedure may be obtained

Official name: tribunal de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

VI.5. Date of dispatch of this notice

13/01/2023