

France-Bourg-en-Bresse: IT services: consulting, software development, Internet and support

OJ S 30/2021 12/02/2021

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: ACG-Synergies

Postal address: 293 avenue des Granges Bardes

Town: Bourg-en-Bresse

NUTS code: FR France

Postal code: 01000

Country: France

E-mail: [service.achat@acg-synergies.fr](mailto:service.achat@acg-synergies.fr)

Telephone: +33 474458755

**Internet address(es):**

Main address: <http://www.acg-synergies.fr>

Address of the buyer profile: <http://www.e-marchespublics.com>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.e-marchespublics.com>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.e-marchespublics.com>

Tenders or requests to participate must be submitted to the abovementioned address

**I.4. Type of the contracting authority**

Other type: Organisme de droit privé

**I.5. Main activity**

Other activity: Éditeur de logiciels pour l'habitat social

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**Section II: Object**

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

**II.1.1. Title**

Accord-cadre multi lots mono attributaires (lot 1) et multi-attributaires (lot 2) à marchés subséquents, relatif à la mise en place et la maintenance d'un centre de relation client (CRC)

Reference number: 2021-019

**II.1.2. Main CPV code**

72000000 IT services: consulting, software development, Internet and support

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

Mise en place et maintenance d'un centre de relation client (CRC).

#### **II.1.5. Estimated total value**

Value excluding VAT: 200 000,00 EUR

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for one lot only

### **II.2. Description**

#### **II.2.1. Title**

Outil de centre de relations clients on premise: mono-attributaire

Lot No: 1

#### **II.2.2. Additional CPV code(s)**

72000000 IT services: consulting, software development, Internet and support

#### **II.2.3. Place of performance**

NUTS code: FR France

#### **II.2.4. Description of the procurement**

Mise en place et maintenance d'un centre de contacts client (CRC) on premise.

#### **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**

Value excluding VAT: 100 000,00 EUR

#### **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:

L'accord-cadre est conclu pour une durée de deux ans à compter de sa notification aux titulaires. Il pourra être reconduit tacitement deux fois pour une durée d'un an à chacune des reconductions.

#### **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**

### **II.2. Description**

#### **II.2.1. Title**

Mise en place et maintenance d'un centre de contacts client (CRC) clients Saas: multi-attributaire

Lot No: 2

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

72000000 IT services: consulting, software development, Internet and support

**II.2.3. Place of performance**

NUTS code: FR France

**II.2.4. Description of the procurement**

Mise en place et maintenance d'un centre de contacts client (CRC) clients Saas.

**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**

Value excluding VAT: 100 000,00 EUR

**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:

L'accord-cadre est conclu pour une durée de deux ans à compter de sa notification aux titulaires. Il pourra être reconduit tacitement deux fois pour une durée d'un an à chacune des reconductions.

**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**

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**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: no

**IV.2. Administrative information**

**IV.2.2.**

**Time limit for receipt of tenders or requests to participate**

Date: 08/03/2021 Local time: 18:00

**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.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 3 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 08/03/2021 Local time: 18:05

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Tribunal administratif de Lyon

Postal address: 184 rue Duguesclin

Town: Lyon Cedex 03

Postal code: 69433

Country: France

**VI.5. Date of dispatch of this notice**

08/02/2021