

France-Paris: Customer Relation Management software package
OJ S 44/2019 04/03/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence de mutualisation des universités

Postal address: 103 boulevard Saint-Michel

Town: Paris

NUTS code: FR1 Ile-de-France

Postal code: 75005

Country: France

E-mail: dag.saj@amue.fr

Telephone: +33 144329139

Internet address(es):

Main address: <http://www.amue.fr>

Address of the buyer profile: <http://www.marches-publics.gouv.fr>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Éducation et recherche

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Fourniture de licences, assistance, tierce maintenance et prestations associées au logiciel CRM

Reference number: SAJ-SRIIL-18-18

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Services

II.1.4. Short description

Le présente consultation a pour objet la fourniture de licences, l'assistance, la tierce maintenance et les prestations associées au logiciel de gestion de la relation client dit CRM.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 400 000,00 EUR

II.2. Description

II.2.1. Title

Fourniture et maintenance des licences

Lot No: 1

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

II.2.4. Description of the procurement

Il s'agit de la fourniture et de la maintenance des licences du logiciel CRM.

II.2.5. Award criteria

Quality criterion - Name: Sous critère 1: outil de suivi de la relation commerciale avec l'éditeur / Weighting: 15

Quality criterion - Name: Sous critère 2: délai de mise en place des licences à partir de la commande / Weighting: 15

Price - Weighting: 70

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

Assistance, maintenance, exploitation et évolutions du CRM

Lot No: 2

II.2.2. Additional CPV code(s)

72212445 Customer Relation Management software development services

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

II.2.4. Description of the procurement

Ce lot a pour objet les prestations d'assistance à l'utilisation, de TMAE, d'exploitation et de la réalisation d'évolutions de périmètre.

II.2.5. Award criteria

Quality criterion - Name: Sous critère 1: compréhension du besoin / Weighting: 15

Quality criterion - Name: Sous-critère 2: méthodologie et organisation matérielles et humaines proposée pour répondre aux besoins / Weighting: 15

Quality criterion - Name: Sous-critère 3: délai d'intervention en matière d'assistance et de TMAE / Weighting: 15

Quality criterion - Name: Sous-critère 4: qualité du conseil et force de proposition pour répondre aux évolutions de périmètre / Weighting: 15

Price - Weighting: 40

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: [2018/S 150-344860](#)

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: 18-18

Lot No: 1

Title:

Lot 1: fourniture et maintenance des licences

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/11/2018

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Ateja
Postal address: 3 rue des Teinturiers
Town: Villeneuve-d'Ascq
NUTS code: FRE Hauts-de-France
Postal code: 59491
Country: France
Internet address: <http://www.ateja.fr>
The contractor is an SME: yes

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

Total value of the contract/lot: 400 000,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section V: Award of contract

Lot No: 2

Title:

Lot 2: assistance, maintenance et évolutions du CRM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/11/2018

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Ateja
Postal address: 3 rue des Teinturiers
Town: Villeneuve-d'Ascq
NUTS code: FRE Hauts-de-France
Postal code: 59491
Country: France
Internet address: <http://www.ateja.fr>
The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 400 000,00 EUR

Total value of the contract/lot: 400 000,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

E-mail: greffe.ta-paris@juradm.fr

Internet address: <http://paris.tribunal-administratif.fr>

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

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75003

Country: France

VI.5. Date of dispatch of this notice

28/02/2019