

France-Nîmes: Helpdesk and support services
OJ S 59/2019 25/03/2019
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Habitat du Gard
Postal address: 92 bis avenue Jean Jaurès
Town: Nîmes
NUTS code: FRJ12 Gard
Postal code: 30900
Country: France
E-mail: servicemarches@hdg30.fr
Telephone: +33 466628197
Fax: +33 466628166
Internet address(es):
Main address: <http://habitat-du-gard.marches-publics.info>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Assistance à l'utilisation de la gamme de progiciels Portalimmo — Helpline
Reference number: 2019-4446

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Réalisation de prestations d'assistance au personnel d'habitat du Gard dans le cadre de l'utilisation des progiciels de la gamme «Portalimmo» (service «Helpline»).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 38 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRJ12 Gard

II.2.4. Description of the procurement

Réalisation de prestations d'assistance aux utilisateurs d'habitat du Gard dans le cadre de l'utilisation des progiciels de la gamme Portalimmo.

II.2.5. Award criteria

Price

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

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
 - protection of exclusive rights, including intellectual property rights

Explanation:

Afin d'optimiser le fonctionnement de ses services et d'améliorer l'assistance et l'autonomie des utilisateurs des progiciels de la gamme Portalimmo, Habitat du Gard souhaite se doter du service d'assistance Helpline proposé par la société Aareon France. Pour des raisons de protection des droits d'exclusivité découlant du droit d'usage du produit, ces apports fonctionnels ne peuvent être fournis que par le prestataire ayant élaboré les progiciels initiaux, à savoir la société Aareon France. Afin de répondre au besoin d'Habitat du Gard, il s'est donc avéré nécessaire de conclure un marché négocié avec la société Aareon France.

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.2.8. 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: 2019-4446

Title:

Assistance à l'utilisation de la gamme de progiciels Portalimmo — «Helpline»

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/03/2019

V.2.2. Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

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

V.2.3. Name and address of the contractor

Official name: Aareon France

Postal address: 9/11 rue Jeanne Braconnier — immeuble «Le Newton» — parc tertiaire de Meudon

Town: Meudon-la-Forêt

NUTS code: FR105 Hauts-de-Seine

Postal code: 92360

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 38 000,00 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 administratif de Nîmes

Postal address: 16 avenue Feuchères

Town: Nîmes

Postal code: 30000

Country: France

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

Telephone: +33 466273700

Fax: +33 466362786

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

Official name: Tribunal administratif de Nîmes

Postal address: 16 avenue Feuchères

Town: Nîmes

Postal code: 30000

Country: France

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

Telephone: +33 466273700

Fax: +33 466362786

VI.5. Date of dispatch of this notice

20/03/2019