

**France-Melun: IT services: consulting, software development, Internet and support**  
**OJ S 87/2020 05/05/2020**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: OPH 77

National registration number: 277700019000015

Postal address: 10 avenue Charles Peguy

Town: Melun Cedex

NUTS code: FR102 Seine-et-Marne

Postal code: 77002

Country: France

Contact person: Service achats

E-mail: [marches-publics@oph77.fr](mailto:marches-publics@oph77.fr)

**Internet address(es):**

Main address: <http://oph77.net>

Address of the buyer profile: <http://marches.maximilien.fr>

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

Body governed by public law

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Prestations portant sur la mise en place d'une gestion relation client (GRC)

Reference number: 2019\_24

**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**

Le présent marché est lancé selon une procédure correspondant à un dialogue compétitif mené sous l'empire des articles L. 2124-4 et R. 2161-24 à 31 du code de la commande publique, il vise à la réalisation et la mise en œuvre d'une Gestion relation client (GRC). Le dialogue se déroule en phases successives et s'arrête lorsque le pouvoir adjudicateur estime que la discussion est arrivée à son terme. Toutefois, et à titre indicatif, il est prévu trois phases de dialogue au maximum.

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

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 525 852,50 EUR

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

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

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

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

NUTS code: FR102 Seine-et-Marne

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

Réalisation et la mise en œuvre d'une Gestion relation client (GRC).

#### **II.2.5. Award criteria**

Quality criterion - Name: Qualité technique de l'offre / Weighting: 45

Quality criterion - Name: Qualité de l'entretien et de la maintenance / Weighting: 15

Cost criterion - Name: Coût global de l'offre / 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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Competitive dialogue

##### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2019/S 115-282437](#)

##### **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**

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**Contract No:** 2019-4778

**Title:**

Prestations portant sur la mise en place d'une gestion relation client (GRC)

A contract/lot is awarded: yes

**V.2. Award of contract**

**V.2.1. Date of conclusion of the contract**

17/04/2020

**V.2.2. Information about tenders**

Number of tenders received: 3

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

**V.2.3. Name and address of the contractor**

Official name: Umanis

Postal address: 7 rue Paul Vaillant Couturier

Town: Levallois-Perret

NUTS code: FR105 Hauts-de-Seine

Postal code: 92300

Country: France

Internet address: <http://www.umanis.com/agences/siege-social-paris-levallois>

The contractor is an SME: yes

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

Total value of the contract/lot: 525 852,50 EUR

**V.2.5. Information about subcontracting**

**Section VI: Complementary information**

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**VI.3. Additional information**

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Tribunal administratif de Melun

Postal address: 43 rue du Général de Gaulle

Town: Melun

Postal code: 77000

Country: France

Telephone: +33 160566630

Fax: +33 160566610

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

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

Official name: Greffe du tribunal administratif de Melun

Postal address: 43 rue du Général de Gaulle

Town: Melun

Postal code: 77000

Country: France

Telephone: +33 160566630

Fax: +33 160566610

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

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

04/05/2020