

**France-Isle: Customer Relation Management software package**

**OJ S 93/2021 14/05/2021**

**Contract notice**

**Supplies**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: GIP SILPC

Postal address: 2 rue Jean Monnet

Town: Isle

NUTS code: FR France

Country: France

E-mail: [silpc@silpc.fr](mailto:silpc@silpc.fr)

**Internet address(es):**

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

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

**I.3. Communication**

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

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.marches-securises.fr>

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

Other type: Groupement d'intérêt publique

**I.5. Main activity**

Other activity: Mutualisation informatisation hospitalière

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**Section II: Object**

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

**II.1.1. Title**

Fourniture et mise à disposition d'une solution de gestion de la relation clients et prospects

Reference number: 2021-005

**II.1.2. Main CPV code**

48445000 Customer Relation Management software package

**II.1.3. Type of contract**

Supplies

**II.1.4. Short description**

Matérialisation du processus commercial et outils flexibles et modulaires de pilotage de ce processus.

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

Value excluding VAT: 214 001,00 EUR

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

This contract is divided into lots: yes  
Tenders may be submitted for all lots

## **II.2. Description**

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

Mise en place d'une solution CRM  
Lot No: 1

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

48445000 Customer Relation Management software package

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

NUTS code: FR France

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

Outils de matérialisation et pilotage du processus commercial.

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

Criteria below

Quality criterion - Name: Qualité fonctionnelle de la réponse aux besoins / Weighting: 50

Quality criterion - Name: Références et savoir-faire dans le domaine concerné / Weighting: 10

Quality criterion - Name: Capacité à travailler en partenariat avec un opérateur extérieur /  
Weighting: 10

Price - Weighting: 30

### **II.2.6. Estimated value**

Value excluding VAT: 214 001,00 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Reconductible une fois pour 24 mois.

### **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**

Accord-cadre sans minimum, ni maximum. Volume non déterminé.

## **II.2. Description**

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

Mise à disposition d'une solution PRM

Lot No: 2

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

48445000 Customer Relation Management software package

**II.2.3. Place of performance**

NUTS code: FR France

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

Matérialisation et pilotage du processus commerciale du SILPC.

**II.2.5. Award criteria**

Criteria below

Quality criterion - Name: Qualité fonctionnelle de la réponse aux besoins / Weighting: 50

Quality criterion - Name: Références et savoir-faire dans le domaine concerné / Weighting: 10

Quality criterion - Name: Capacité à travailler en partenariat avec un opérateur extérieur /

Weighting: 10

Price - Weighting: 30

**II.2.6. Estimated value**

Value excluding VAT: 214 001,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Reconductible une fois pour 24 mois.

**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**

Accord-cadre sans minimum, ni maximum. Volume non déterminé.

**Section III: Legal, economic, financial and technical information**

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**III.1. Conditions for participation**

**III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

**Section IV: Procedure**

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**IV.1. Description**

**IV.1.1.**

## **Type of procedure**

Open procedure

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

The procurement involves the establishment of a framework agreement  
Framework agreement with a single operator

### **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.2.2. Time limit for receipt of tenders or requests to participate**

Date: 11/06/2021 Local time: 15:00

### **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: 12/07/2021 Local time: 15:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: Tribunal administratif

Postal address: 1 cours Vergniaud

Town: Limoges

Postal code: 87000

Country: France

E-mail: [greffe.ta-limoges@juradm.fr](mailto:greffe.ta-limoges@juradm.fr)

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

- référé précontractuel: pendant délai de latence avant signature du marché, concomitamment à un recours au fond portant sur des litiges en matière de non-respect des obligations de publicité et de mise en concurrence;
- référé contractuel: dans le délai de 31 jours suivant la publication d'un avis d'attribution du marché;
- recours pour excès de pouvoir: dans le délai de deux mois à compter de la publication des résultats;

— recours pour excès de pouvoir: introduit dans le délai de deux mois à compter de la publication des résultats de la consultation (article R. 421-1 du code de justice administrative).

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

10/05/2021