

France-Paris: Customer Relation Management software development services

OJ S 100/2022 24/05/2022

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: paris sciences lettres quartier latin

Postal address: 60 rue Mazarine

Town: Paris

NUTS code: FR101 Paris

Postal code: 75006

Country: France

E-mail: Affaires.juridiques@psl.eu**Internet address(es):**Main address: <https://psl.eu/>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/?page=Entreprise>.[EntrepriseAdvancedSearch&AllCons&id=2036902&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=Entreprise)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.gouv.fr/?page=Entreprise>.[EntrepriseAdvancedSearch&AllCons&id=2036902&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=Entreprise)**I.4. Type of the contracting authority**

Other type: Fondation de coopération scientifique (FCS)

I.5. Main activity

Education

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

développement et maintenance en conditions opérationnelles du CRM au sein de PSL

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

l'Objet du marché consiste en la fourniture, la mise en oeuvre et la maintenance d'un outil CRM, Customer Relationship Management Salesforce mutualisable pour accompagner les différents besoins de PSL et de ses établissements dans la gestion de ses relations avec ses communautés et la dématérialisation des ces différents processus tels que la gestion des contacts, prospection, candidature, partenaires et alumni

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72212445 Customer Relation Management software development services

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

l'Objet du marché consiste en la fourniture, la mise en oeuvre et la maintenance d'un outil CRM, Customer Relationship Management Salesforce mutualisable pour accompagner les différents besoins de PSL et de ses établissements dans la gestion de ses relations avec ses communautés et la dématérialisation des ces différents processus tels que la gestion des contacts, prospection, candidature, partenaires et alumni

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

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

renouvelable 3 fois. Chaque renouvellement est d'un an

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

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
Framework agreement with a single operator

IV.1.5. Information about negotiation

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: 21/06/2022 Local time: 12:00

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: 4 (from the date stated for receipt of tender)

Section VI: Complementary information

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 de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

Internet address: <https://www.justice.gouv.fr/>

VI.4.2. Body responsible for mediation procedures

Official name: comité Consultatif Interrégional de Paris de Règlement Amiable des Litiges relatifs aux Marchés Publics

Postal address: 5 rue Leblanc

Town: Paris

Postal code: 75011

Country: France

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

Official name: tribunal de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

VI.5. Date of dispatch of this notice

19/05/2022