

France-Orléans: Customer Relation Management software package
OJ S 110/2021 09/06/2021
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: BRGM

Postal address: 3 avenue Claude-Guillemin, BP 36009

Town: Orléans Cedex 2

NUTS code: FRB06 Loiret

Postal code: 45060

Country: France

E-mail: Consultation@brgm.fr

Internet address(es):

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

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.4. Type of the contracting authority

Other type: EPIC

I.5. Main activity

Environment

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

La présente consultation vise à doter le BRGM d'une solution logicielle de gestion de la relation client (CRM pour Customer Relationship Management)

Reference number: HADISN201020

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Supplies

II.1.4. Short description

La présente consultation vise à doter le BRGM d'une solution logicielle de gestion de la relation client (CRM pour Customer Relationship Management).

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 900 000,00 EUR

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: FRB06 Loiret

II.2.4. Description of the procurement

La présente consultation vise à doter le BRGM d'une solution logicielle de gestion de la relation client (CRM pour Customer Relationship Management).

II.2.5. Award criteria

Quality criterion - Name: Compréhension du contexte et des objectifs du projet CRM au BRGM / Weighting: 5

Quality criterion - Name: Facilité d'implémentation du logigramme du BRGM & conformité des fonctionnalités attendues dans le CCTP / Weighting: 20

Quality criterion - Name: Interfaces avec l'ERP Oracle attendues / Weighting: 10

Quality criterion - Name: Ergonomie et graphisme de la solution / Weighting: 10

Quality criterion - Name: Méthodologie de gestion de projet et qualité des profils impliqués / Weighting: 5

Quality criterion - Name: Maintenance et support: méthodologie, réactivité, outillage / Weighting: 10

Cost criterion - Name: Coûts / 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

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: [2020/S 213-521161](#)

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: HADISN201020

Title:

Mise en place d'un outil de gestion de la relation client/ partenaire (CRM) au BRGM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/06/2021

V.2.2. Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Umanis

Postal address: 7/9 rue Paul-Vaillant-Couturier

Town: Levallois-Perret

NUTS code: FR105 Hauts-de-Seine

Postal code: 92300

Country: France

Internet address: <https://www.umanis.com/fr/>

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Efficacy France

Postal address: 19 rue des Plantes

Town: Paris

NUTS code: FR101 Paris

Postal code: 75014

Country: France

Internet address: <https://www.efficacy.com/fr/>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 900 000,00 EUR

Total value of the contract/lot: 900 000,00 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 d'Orléans

Postal address: 28 rue de la Bretonnerie

Town: Orléans

Postal code: 45057

Country: France

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

VI.5. Date of dispatch of this notice

04/06/2021