

**France-Bourg-en-Bresse: IT services: consulting, software development, Internet and support
OJ S 114/2021 15/06/2021
Contract award notice
Services**

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: ACG-Synergies

Postal address: 293 avenue des Granges Bardes

Town: Bourg-en-Bresse

NUTS code: FR France

Postal code: 01000

Country: France

E-mail: service.achat@acg-synergies.fr

Telephone: +33 474458755

Internet address(es):

Main address: <http://www.acg-synergies.fr>

Address of the buyer profile: <http://www.e-marchespublics.com>

I.4. Type of the contracting authority

Other type: Organisme de droit privé

I.5. Main activity

Other activity: Éditeur de logiciels pour l'habitat social

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Accord-cadre multi-lots mono-attributaire (lot 1) et multi-attributaire (lot 2) à marchés subséquents, relatif à la mise en place et la maintenance d'un Centre de relation client (CRC)
Reference number: 2021-019

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

Mise en place et maintenance d'un Centre de relation client (CRC).

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7.

Total value of the procurement

Value excluding VAT: 1,00 EUR

II.2. Description

II.2.1. Title

Outil de Centre de relations clients on premise: mono-attributaire

Lot No: 1

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Mise en place et la maintenance d'un Centre de contacts client (CRC) on premise.

II.2.5. Award criteria

Quality criterion - Name: Technique / Weighting: 60

Price - 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

II.2. Description

II.2.1. Title

Mise en place et maintenance d'un Centre de contacts client (CRC) clients SAAS: multi-attributaire

Lot No: 2

II.2.2. Additional CPV code(s)

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

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Mise en place et la maintenance d'un Centre de contacts client (CRC) clients SAAS.

II.2.5. Award criteria

Quality criterion - Name: Technique / Weighting: 60

Price - 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

Open procedure

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 030-073795](#)

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: 2021-019

Lot No: 1

Title:

Outil de Centre de relations clients on premise

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

17/05/2021

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Akio

Postal address: 43 rue de Dunkerque

Town: Paris

NUTS code: FR France

Postal code: 75010

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 1,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2021-019

Lot No: 2

Title:

Outil de Centre de relations clients SAAS

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

17/05/2021

V.2.2. Information about tenders

Number of tenders received: 7

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

V.2.3. Name and address of the contractor

Official name: Diabolocom

Postal address: 8 rue Anatole France

Town: Levallois-Perret

NUTS code: FR France

Postal code: 92100

Country: France

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Viadialog

Postal address: 152 boulevard Pereire

Town: Paris

NUTS code: FR France

Postal code: 75017

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 1,00 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 Lyon

Postal address: 184 rue Duguesclin

Town: Lyon Cedex 03

Postal code: 69433

Country: France

VI.5. Date of dispatch of this notice

10/06/2021