

**France-Paris: Customer Relation Management software development services**

OJ S 129/2021 07/07/2021

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: ESCP Europe

Postal address: 3 rue Armand Moisant

Town: Paris

NUTS code: FR1 Ile-de-France

Postal code: 75015

Country: France

E-mail: [Achats@escp.eu](mailto:Achats@escp.eu)

Telephone: +33 155655657

**Internet address(es):**Main address: <https://www.escpeurope.eu/fr>Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_DCipJHzbhi)

[PCSLID=CSL\\_2021\\_DCipJHzbhi](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_DCipJHzbhi)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2021\\_DCipJHzbhi](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_DCipJHzbhi)

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_DCipJHzbhi)

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

Other type: Établissement d'enseignement supérieur consulaire

**I.5. Main activity**

Education

**Section II: Object**

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

Prestations relatives à la mise en place d'un CRM pour ESCP Business School

Reference number: 21ESC007

**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**

Prestations relatives à la mise en place d'un CRM pour ESCP Business School.

**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: FR1 Ile-de-France

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

Prestations relatives à la mise en place d'un CRM pour ESCP Business School.

**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: 48

This contract is subject to renewal: yes

Description of renewals:

Marché d'un an reconductible trois fois.

**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 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

### III.1.3. Technical and professional ability

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

#### 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: 06/09/2021 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.2.7. Conditions for opening of tenders

Date: 06/09/2021 Local time: 12:00

## 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 de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

Telephone: +33 144325151

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

#### VI.4.2. Body responsible for mediation procedures

Official name: Tribunal de grande instance de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75017

Country: France

Telephone: +33 144325151

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

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

Precise information on deadline(s) for review procedures:

Les voies de recours ouvertes aux candidats sont les suivantes:

- référé précontractuel prévu aux articles L. 551-1 à L. 551-12 du Code de justice administrative (CJA), et pouvant être exercé avant la signature du contrat;
- référé contractuel prévu aux articles L. 551-13 à L. 551-23 du CJA, et pouvant être exercé dans les délais prévus à l'article R. 551-7 du CJA;
- recours de pleine juridiction ouvert aux tiers justifiant d'un intérêt lésé, et pouvant être exercé dans les deux mois suivant la date à laquelle la conclusion du contrat est rendue publique.

#### **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

E-mail: [Achats@escp.eu](mailto:Achats@escp.eu)

Telephone: +33 144325151

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

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

02/07/2021