

France-Paris: Customer Relation Management software package

OJ S 150/2018 07/08/2018

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence de mutualisation des universités

Postal address: 103 boulevard Saint-Michel

Town: Paris

NUTS code: FR1 Ile-de-France

Postal code: 75005

Country: France

E-mail: dag.saj@amue.fr

Telephone: +33 144329139

Internet address(es):Main address: <http://www.amue.fr>Address of the buyer profile: <http://www.marches-publics.gouv.fr>**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.AccueilEntreprise>

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&refConsultation=388888&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=388888&orgAcronyme=f2h)**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Education

Section II: Object

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

Fourniture de licences, assistance, tierce maintenance et prestations associées au logiciel CRM

Reference number: SAJ-SRIIL-18-18

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Services

II.1.4. Short description

Le présente consultation a pour objet la fourniture de licences, l'assistance, la tierce maintenance et les prestations associées au logiciel de gestion de la relation client dit CRM

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Néant

II.2. Description

II.2.1. Title

Fourniture et maintenance des licences

Lot No: 1

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

II.2.4. Description of the procurement

Il s'agit de la fourniture et de la maintenance des licences du logiciel CRM

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:

L'accord-cadre est reconductible tacitement par période de 12 mois, sans que la durée totale ne puisse excéder 48 mois. En cas de non reconduction, la décision de non reconduction interviendra 3 mois avant l'échéance de la période de 12 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

II.2. Description

II.2.1. Title

Assistance, maintenance, exploitation et évolutions du CRM
Lot No: 2

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

Ce lot a pour objet les prestations d'assistance à l'utilisation, de TMAE, d'exploitation et de la réalisation d'évolutions de périmètre.

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:

L'accord-cadre est conclu pour une durée initiale de 12 mois reconductible 3 fois à compter de sa notification. Il est reconductible tacitement par période de 12 mois, sans que la durée totale ne puisse excéder 48 mois. En cas de non reconduction, la décision de non reconduction interviendra 3 mois avant l'échéance de la période de 12 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**Section III: Legal, economic, financial and technical information**

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

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: 17/09/2018 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 20/09/2018

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: 5 (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 administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

E-mail: greffe.ta-paris@juradm.fr

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

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

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75003

Country: France

VI.5. Date of dispatch of this notice

03/08/2018