

**France-Courbevoie: Customer Relation Management software package**  
**OJ S 171/2017 07/09/2017**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: INPI

Postal address: 15 rue des Minimes, CS 50001

Town: Courbevoie Cedex

NUTS code: FR105 Hauts-de-Seine

Postal code: 92677

Country: France

Contact person: Service achats

E-mail: [eplouzennec@inpi.fr](mailto:eplouzennec@inpi.fr)

Telephone: +33 156658445

**Internet address(es):**

Main address: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2017\\_7C9B5RnuXk](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_7C9B5RnuXk)

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

National or federal agency/office

**I.5. Main activity**

Other activity: Propriété industrielle

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**Section II: Object**

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

**II.1.1. Title**

Acquisition et déploiement d'un outil de gestion de la relation client.

Reference number: 1279

**II.1.2. Main CPV code**

48445000 Customer Relation Management software package

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Acquisition de licences, migration, déploiement et maintenance d'un nouvel outil de gestion de la relation clients et formation à ce nouvel outil.

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 656 333,00 EUR

## **II.2. Description**

### **II.2.2. Additional CPV code(s)**

48445000 Customer Relation Management software package

### **II.2.3. Place of performance**

NUTS code: FR105 Hauts-de-Seine

Main site or place of performance: 15 rue des Minimes, 92400 Courbevoie.

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

Acquisition de licences, migration, déploiement et maintenance d'un nouvel outil de gestion de la relation clients et formation à ce nouvel outil.

### **II.2.5. Award criteria**

Quality criterion - Name: Techniques / Weighting: 25

Quality criterion - Name: Fonctionnalités / Weighting: 30

Quality criterion - Name: Organisationnels / Weighting: 10

Quality criterion - Name: RSE / Weighting: 5

Price - Weighting: 30

### **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**

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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**

The procurement involves the establishment of a framework agreement

#### **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: [2017/S 103-205658](#)

#### **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

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**Contract No:** 201718

**Lot No:** 1

**Title:**

Outil de gestion de la relation client

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

07/08/2017

#### V.2.2. Information about tenders

Number of tenders received: 5

Number of tenders received by electronic means: 5

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

#### V.2.3. Name and address of the contractor

Official name: E-deal SAS

Postal address: 41 rue Périer

Town: Montrouge

NUTS code: FR10 Ile-de-France

Postal code: 92120

Country: France

Internet address: <http://www.e-deal.com>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 550 000,00 EUR

Total value of the contract/lot: 656 333,00 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### VI.3. Additional information

Le marché est consultable dans les locaux de l'INPI après avoir préalablement pris rendez-vous auprès du service achats à l'adresse suivante: [achats@inpi.fr](mailto:achats@inpi.fr)

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Tribunal administratif de Cergy-Pontoise

Postal address: 2-4 boulevard de l'Hautil, BP 30322

Town: Cergy-Pontoise

Postal code: 95027

Country: France

E-mail: [greffe.ta-cergy-pontoise@juradm.fr](mailto:greffe.ta-cergy-pontoise@juradm.fr)

Telephone: +33 130173400

Fax: +33 130173459

Internet address: <http://www.cergy-pontoise.tribunal-administratif.fr>

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

Official name: Comité consultatif national de règlement amiable des litiges (Ne peut être saisi que par le titulaire du marché et le pouvoir adjudicateur)

Postal address: bâtiment Condorcet, télédock 333, 6 rue Louise Weiss

Town: Paris Cedex 1

Postal code: 75703

Country: France

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

Official name: Tribunal administratif de Cergy-Pontoise

Postal address: 2-4 boulevard de l'Hautil, BP 30322

Town: Cergy-Pontoise

Postal code: 95027

Country: France

E-mail: [greffe.ta-cergy-pontoise@juradm.fr](mailto:greffe.ta-cergy-pontoise@juradm.fr)

Telephone: +33 130173400

Fax: +33 130173499

Internet address: <http://www.cergy-pontoise.tribunal-administratif.fr>

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

05/09/2017