

Belgium-Namur: Software programming and consultancy services

OJ S 133/2021 13/07/2021

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence wallonne pour la promotion d'une agriculture de qualité

National registration number: 0267.400.492_507138

Postal address: Avenue Comte de Smet de Nayer 14

Town: Namur

NUTS code: BE352 Arr. Namur

Postal code: 5000

Country: Belgium

Contact person: Anne-Lise Simon

E-mail: a.l.simon@apaqw.be

Telephone: +32 81331700

Fax: +32 81305437

Internet address(es):Main address: www.apaqw.beAddress of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=416901>**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=416901>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://eten.publicprocurement.be/etendering/viewWorkspacesBasedOnExtUrl.do?wsName=APAQ-W-2021%2F11-XRM-F02>

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Other activity: Promotion de l'agriculture

Section II: Object

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

Plate-forme XRM de gestion des relations et des dossiers

Reference number: APAQ-W-2021/11-XRM-F02_0

II.1.2. Main CPV code

72200000 Software programming and consultancy services

II.1.3. Type of contract

Services

II.1.4. Short description

Le marché porte sur:

- l'acquisition ou la location, la mise en place progressive, la maintenance et le support aux évolutions...
- ...d'une plate-forme XRM de gestion des relations et des dossiers (y compris la facturation);
- ...basée sur un (ou plusieurs) progiciel(s) performant(s) et évolutif(s);
- ...en ce compris les intégrations nécessaires et les outils de pilotage.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: BE3 Région wallonne

II.2.4. Description of the procurement

Le marché porte sur:

- l'acquisition ou la location, la mise en place progressive, la maintenance et le support aux évolutions...
- ...d'une plate-forme XRM de gestion des relations et des dossiers (y compris la facturation);
- ...basée sur un (ou plusieurs) progiciel(s) performant(s) et évolutif(s);
- ...en ce compris les intégrations nécessaires et les outils de pilotage.

L'APAQ-W souhaite moderniser considérablement son fonctionnement interne et ses moyens de communiquer en externe. Son environnement devra permettre de réduire fortement la charge administrative, de dématérialiser les échanges internes (validation de dossiers, partage de données, d'informations) et externes (cotisation, facturation, bons de commande, etc.).

Le présent CSC porte sur le projet d'implémentation de A à Z d'une plate-forme de type XRM de gestion des relations, des dossiers, des documents et des activités internes.

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: no

II.2.10. Information about variants

Variants will be accepted: yes

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

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: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 16/08/2021 Local time: 10:00

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

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: Conseil d'État

Town: Bruxelles

Country: Belgium

VI.4.2. Body responsible for mediation procedures

Official name: Médiateur de la Région wallonne

Town: Namur

Country: Belgium

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

Official name: APAQ-W

Town: Namur

Country: Belgium

VI.5. Date of dispatch of this notice

08/07/2021