

France-Isle: Customer Relation Management software package
OJ S 146/2021 30/07/2021
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GIP SILPC

Postal address: 2 rue Jean Monnet

Town: Isle

NUTS code: FR France

Country: France

E-mail: silpc@silpc.fr

Internet address(es):

Main address: <http://www.silpc.fr>

Address of the buyer profile: <http://www.marches-publics.fr>

I.4. Type of the contracting authority

Other type: Groupement d'intérêt publique

I.5. Main activity

Other activity: Mutualisation informatisation hospitalière

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Fourniture et mise à disposition d'une solution de gestion de la relation clients et prospects

Reference number: 2021-005

II.1.2. Main CPV code

48445000 Customer Relation Management software package

II.1.3. Type of contract

Supplies

II.1.4. Short description

Matérialisation du processus commercial et outils flexibles et modulaires de pilotage de ce processus.

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 214 001,00 EUR

II.2. Description

II.2.1. Title

Mise en place d'une solution CRM
Lot No: 1

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Outils de matérialisation et pilotage du processus commercial.

II.2.5. Award criteria

Quality criterion - Name: Qualité fonctionnelle de la réponse aux besoins / Weighting: 50
Quality criterion - Name: Références et savoir-faire dans le domaine concerné / Weighting: 10
Quality criterion - Name: Capacité à travailler en partenariat avec un opérateur extérieur /
Weighting: 10
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

Accord-cadre sans minimum ni maximum. Volume non déterminé.

II.2. Description**II.2.1. Title**

Mise à disposition d'une solution PRM
Lot No: 2

II.2.2. Additional CPV code(s)

48445000 Customer Relation Management software package

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Matérialisation et pilotage du processus commerciale du SILPC.

II.2.5. Award criteria

Quality criterion - Name: Qualité fonctionnelle de la réponse aux besoins / Weighting: 50
Quality criterion - Name: Références et savoir-faire dans le domaine concerné / Weighting: 10
Quality criterion - Name: Capacité à travailler en partenariat avec un opérateur extérieur /
Weighting: 10
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

Accord-cadre sans minimum ni maximum. Volume non déterminé.

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

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: [2021/S 093-241154](#)

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: 2021-005

Lot No: 1

Title:

Mise en place d'une solution CRM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/07/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: NIJI

Postal address: 2 rue du Jardin de l'Ars

Town: Bordeaux

NUTS code: FR France
Postal code: 33000
Country: France
The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 214 001,00 EUR

Total value of the contract/lot: 214 001,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2021-005

Lot No: 2

Title:

Mise en place d'une solution PRM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

21/07/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: NIJI

Postal address: 2 rue du Jardin de l'Ars

Town: Bordeaux

NUTS code: FR France

Postal code: 33000

Country: France

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 214 001,00 EUR

Total value of the contract/lot: 214 001,00 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

Postal address: 1 cours Vergniaud
Town: Limoges
Postal code: 87000
Country: France
E-mail: greffe.ta-limoges@juradm.fr

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

- référé précontractuel: pendant le délai de latence avant signature du marché, concomitamment à un recours au fond portant sur des litiges en matière de non-respect des obligations de publicité et de mise en concurrence;
- référé contractuel: dans le délai de 31 jours suivant la publication d'un avis d'attribution du marché;
- recours pour excès de pouvoir: dans le délai de deux mois à compter de la publication des résultats;
- recours pour excès de pouvoir: introduit dans le délai de deux mois à compter de la publication des résultats de la consultation (article R. 421-1 du code de justice administrative).

VI.5. Date of dispatch of this notice

27/07/2021