

Belgium-Saint-Gilles: IT services: consulting, software development, Internet and support

OJ S 236/2013 05/12/2013

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Wallonie-Bruxelles Tourisme ASBL

Postal address: Rue Saint-Bernard 30

Town: Saint-Gilles

Postal code: 1060

Country: Belgium

Contact person: Wallonie-Bruxelles Tourisme ASBL

For the attention of: Madame Viviane Jacobs, directrice générale

Internet address(es):

General address of the contracting authority: <http://www.walloniebruxellestourisme.be>

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=163105>

Additional information can be obtained from:

Official name: Wallonie-Bruxelles Tourisme ASBL

Postal address: Rue Saint-Bernard 30

Town: Saint-Gilles

Postal code: 1060

Country: Belgium

Contact person: Wallonie-Bruxelles Tourisme ASBL

For the attention of: Monsieur Olivier Daloze, directeur presse & NTIC

E-mail: olivier.daloze@walloniebruxellestourisme.be

Telephone: +32 25040212

Fax: +32 25136950

Internet address: <http://www.walloniebruxellestourisme.be>

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: Wallonie-Bruxelles Tourisme ASBL

Postal address: Rue Saint-Bernard 30

Town: Saint-Gilles

Postal code: 1060

Country: Belgium

Contact person: Wallonie-Bruxelles Tourisme ASBL

For the attention of: Monsieur Olivier Daloze, directeur presse & NTIC

E-mail: olivier.daloze@walloniebruxellestourisme.be

Telephone: +32 25040212

Fax: +32 25136950

Internet address: <http://www.walloniebruxellestourisme.be>

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

I.2. Type of the contracting authority

Other: ASBL

I.3. Main activity

Other: Tourisme

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Appel d'offre pour l'intégration d'une solution d'e-mailing et de CRM pour Wallonie-Bruxelles tourisme.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

NUTS code BE1 Région de Bruxelles-Capitale/Brussels Hoofdstedelijk Gewest

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Dans le cadre de ses actions de promotion du Tourisme wallon et bruxellois en Belgique et à l'étranger, Wallonie-Bruxelles Tourisme ASBL (WBT) s'appuie sur des actions d'e-marketing ciblées dont l'envoi d'e-newsletters régulières à des profils sélectionnés.

Pour ce faire, WBT souhaite disposer :

- d'une plateforme d'e-mailing performante ;
- s'appuyant sur un Customer Relationship Management (CRM) pointu ;
- permettant l'enrichissement des données au départ de plusieurs sources (encodage, historisation, importation de données extérieures) ;
- "user friendly".

II.1.6. CPV code(s)

72000000 IT services: consulting, software development, Internet and support, 48223000 Electronic mail software package

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: yes

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

L'enveloppe maximale prévue par année pour l'ensemble du service est de 50 000 EUR HT.

Estimated value excluding VAT:

Range: between 40 000 and 200 000 EUR

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

Cfr. cahier spécial des charges.

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

Cfr. cahier spécial des charges.

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Cfr. cahier spécial des charges.

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Cfr. cahier spécial des charges.

III.2.2. Economic and financial ability

List and brief description of conditions: Cfr. cahier spécial des charges.

III.2.3. Technical and professional ability

List and brief description of conditions:

Cfr. cahier spécial des charges.

Minimum level(s) of standards possibly required:

Classe: n/a, catégorie: n/a.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

WBT-AOCRM2013-F02_0

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 12.12.2013 - 17:00

Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

24.1.2014 - 14:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

French.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Date: 24.1.2014 - 14:00

Place:

Wallonie-Bruxelles Tourisme ASBL

Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

2.12.2013