

Belgium-Namur: Software programming and consultancy services
OJ S 182/2022 21/09/2022
Contract award 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

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Internet address(es):

Main address: www.apaqw.be

Address of the buyer profile: <https://enot.publicprocurement.be/enot-war/preViewNotice.do?noticeId=458393>

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

Plateforme XRM de gestion des relations et des dossiers

Reference number: APAQ-W-2021/11-XRM-F03_1

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 plateforme 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.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 493 371,00 EUR / Highest offer: 615 047,00 EUR taken into consideration

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 plateforme 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 plateforme de type XRM de gestion des relations, des dossiers, des documents et des activités internes.

II.2.5. Award criteria

Cost criterion - Name: Adéquation fonctionnelle / Weighting: 50

Cost criterion - Name: Capacité d'évolution et souplesse / Weighting: 5

Cost criterion - Name: Adéquation non-fonctionnelle / Weighting: 10

Cost criterion - Name: Méthode de conduite de projet / Weighting: 15

Cost criterion - Name: Prix / Weighting: 20

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

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.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 133-353865](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/09/2022

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Efficacy SA

Town: Bruxelles

NUTS code: BE3 Région wallonne

Country: Belgium

The contractor is an SME: no

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

Lowest offer: 596 978,00 EUR / Highest offer: 744 207,00 EUR taken into consideration

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: 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

16/09/2022