

France-Rennes: Customer Relation Management software development services
OJ S 218/2020 09/11/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CCI de région Bretagne

Postal address: 1 rue du Général Guillaudot, CS 14422

Town: Rennes Cedex

NUTS code: FRH Bretagne

Postal code: 35044

Country: France

E-mail: Noemie.philippe@bretagne.cci.fr

Telephone: +33 299254141

Internet address(es):

Main address: <http://www.bretagne.cci.fr>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

GRC2019 procédure relancée

Reference number: GRC2019

II.1.2. Main CPV code

72212445 Customer Relation Management software development services

II.1.3. Type of contract

Services

II.1.4. Short description

Acquisition, mise en œuvre, hébergement et maintenance d'un outil de gestion relation clients, de marketing automation et inbound marketing pour le réseau des CCI de Bretagne.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 786 825,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72212445 Customer Relation Management software development services, 72227000 Software integration consultancy services, 72212333 Contact management software development services

II.2.3. Place of performance

NUTS code: FRH0 Bretagne

II.2.4. Description of the procurement

Acquisition, mise en œuvre, hébergement et maintenance d'un outil de gestion relation clients, de marketing automation et inbound marketing pour le réseau des CCI de Bretagne.

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 60

Price - Weighting: 40

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: [2019/S 236-578948](#)

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: 2019-05 GRC

Title:

GRC procédure relancée

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

05/10/2020

V.2.2. Information about tenders

Number of tenders received: 6

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

V.2.3. Name and address of the contractor

Official name: Bizkor

Town: Urrugne

NUTS code: FRI15 Pyrénées-Atlantiques

Country: France

The contractor is an SME: yes

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

Lowest offer: 786 825,00 EUR / Highest offer: 1 176 767,00 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: Tribunal administratif de Rennes

Postal address: 3 contour de la Motte

Town: Rennes Cedex

Postal code: 35044

Country: France

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

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal administratif de Rennes

Postal address: 3 contour de la Motte

Town: Rennes

Postal code: 35044

Country: France

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

Official name: Tribunal administratif de Rennes

Postal address: 3 contour de la Motte

Town: Rennes

Postal code: 35044

Country: France

VI.5. Date of dispatch of this notice

04/11/2020