

**France-Paris: Customer Relation Management software development services**

OJ S 173/2023 08/09/2023

Contract notice

Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: agence du service civique

Postal address: 95 avenue de France

Town: Paris

NUTS code: FR10 Ile-de-France

Postal code: 75013

Country: France

E-mail: [nadia.messaoudi@service-civique.gouv.fr](mailto:nadia.messaoudi@service-civique.gouv.fr)**Internet address(es):**Main address: <http://www.service-civique.gouv.fr>Address of the buyer profile: <http://www.marches-publics.gouv.fr>**I.3. Communication**

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

<http://www.marches-publics.gouv.fr>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <http://www.marches-publics.gouv.fr>**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.5. Main activity**

Education

**Section II: Object**

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

acompagment sur le seo crm tracking

Reference number: 2023-07

**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**

le présent marché a pour objet la mise à disposition d'un outil pour la maîtrise de la relation avec les contacts, en termes d'animation, d'acquisition et de fidélisation.

L'Ensemble des prestations attendues de la part du titulaire du marché est décrit dans le cahier des clauses techniques particulières (cctp).

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

### **II.2. Description**

#### **II.2.1. Title**

acompagment sur le seo crm tracking lot 1

Lot No: 2023-07

#### **II.2.2. Additional CPV code(s)**

72212445 Customer Relation Management software development services

#### **II.2.3. Place of performance**

NUTS code: FR10 Ile-de-France

Main site or place of performance: 95 avenue de France 75013 Paris

#### **II.2.4. Description of the procurement**

le présent marché a pour objet la mise à disposition d'un outil pour la maîtrise de la relation avec les contacts, en termes d'animation, d'acquisition et de fidélisation.

#### **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: 36

This contract is subject to renewal: yes

Description of renewals:

le marché sera reconduit à partir de janvier 2026

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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**

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#### **III.1. Conditions for participation**

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Open procedure

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

Date: 05/10/2023

#### **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

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

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

#### **IV.2.7. Conditions for opening of tenders**

Date: 05/10/2023 Local time: 14:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:  
reconduction prévue en 2027

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: tribunal administratif de Paris

Postal address: 7, rue de Jouy

Town: Paris Cedex 04

Postal code: 75181

Country: France

### **VI.5. Date of dispatch of this notice**

04/09/2023