

France-Rennes: Customer Relation Management software development services

OJ S 236/2019 06/12/2019

Contract 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: CCI de région Bretagne, 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.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: <https://www.marches-publics.gouv.fr/?page=entreprise>.[EntrepriseAdvancedSearch&AllCons&refConsultation=510744&orgAcronyme=l2m](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&refConsultation=510744&orgAcronyme=l2m)Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.marches-publics.gouv.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.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72227000 Software integration consultancy services, 72212333 Contact management software development services, 72227000 Software integration consultancy services

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: Ensemble des sièges, délégations et antennes des CCI de 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

Criteria below

Quality criterion - Name: Valeur technique / Weighting: 60

Price - Weighting: 40

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Le présent accord-cadre est conclu pour une durée de 12 mois à compter de sa notification au titulaire, reconductible 3 fois sans que sa durée ne puisse excéder 48 mois. Chaque reconduction sera tacite. En cas de non-reconduction, la CCI Bretagne notifiera sa décision au moins 2 mois avant la date anniversaire du marché.

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

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

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

Date: 06/01/2020 Local time: 12:00

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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Le présent accord-cadre est conclu pour une durée de 12 mois à compter de sa notification au titulaire, reconductible 3 fois sans que sa durée ne puisse excéder 48 mois.

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

03/12/2019