

643555-2026 - Competition

France – Computer-related services – Acquisition de licences et prestations de TMA TME de l'application CRM

OJ S 181/2026 18/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Bureau de Recherche en Géologie Minière (BRGM)

Email: consultation@brgm.fr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: Acquisition de licences et prestations de TMA TME de l'application CRM

Description: Le présent marché a pour objet la fourniture de licences E-Deal Efficacy ainsi que la tierce maintenance applicative et évolutive et la maintenance corrective et préventive de l'application de Gestion de la Relation Client (CRM pour Customer Relationship Management).

Les enjeux sont les suivants: - Assurer la continuité de service avec la maintenance corrective et évolutive de l'outil CRM, étant entendu que la solution est hébergée On-Premise, sur les serveurs du Système d'Information du BRGM ; - Accompagner le BRGM dans le déploiement opérationnel de l'outil CRM et son appropriation par les utilisateurs (formation, assistance technique) ; - Mobiliser une expertise de haut niveau sur le logiciel E-Deal CRM de la société Efficacy et en gestion de relation client, pour conseiller sur des évolutions ou solutions à mettre en place pour corriger des situations posant des problèmes

Procedure identifier: 04f1ef08-bedc-4bb4-b4a7-eb7befbb2bfb

Internal identifier: HADNUM260804

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72267000 Software maintenance and repair services

2.1.2. Place of performance

Country subdivision (NUTS): Loiret (FRB06)

Country: France

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0000

Title: Acquisition de licences et prestations de TMA TME de l'application CRM

Description: Le présent marché a pour objet la fourniture de licences E-Deal Efficacy ainsi que la tierce maintenance applicative et évolutive et la maintenance corrective et préventive de l'application de Gestion de la Relation Client (CRM pour Customer Relationship Management). Les enjeux sont les suivants: - Assurer la continuité de service avec la maintenance corrective et évolutive de l'outil CRM, étant entendu que la solution est hébergée On-Premise, sur les serveurs du Système d'Information du BRGM ; - Accompagner le BRGM dans le déploiement opérationnel de l'outil CRM et son appropriation par les utilisateurs (formation, assistance technique) ; - Mobiliser une expertise de haut niveau sur le logiciel E-Deal CRM de la société Efficacy et en gestion de relation client, pour conseiller sur des évolutions ou solutions à mettre en place pour corriger des situations posant des problèmes

Internal identifier: S-PF-1875892

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72500000 Computer-related services

Additional classification (cpv): 72267000 Software maintenance and repair services

5.1.2. Place of performance

Postal address: 3 av. Claude-Guillemain

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

5.1.3. Estimated duration

Start date: 01/01/2027

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 2

Other information about renewals: 48 mois - 2 ans fermes + 1 an x2 (reconductions tacites)

5.1.6. General information

This is a recurrent procurement

Description: 2030

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not required

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

5.1.7. Strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: <https://www.marches-publics.info/>

Ad hoc communication channel:

Name: AW Solutions

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=demat.termes&IDM=1875892>

Languages in which tenders or requests to participate may be submitted: French

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 20/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 4 Months

Information about public opening:

Opening date: 20/10/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Orleans

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif d'Orléans

Organisation providing additional information about the procurement procedure: BRGM

Organisation providing more information on the review procedures: Tribunal administratif d'Orléans

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: ABB3F8FB-FF90-DC73-4FA3021276FCFBE7

Town: Seyssinet-Pariset

Postcode: 38170

Country subdivision (NUTS): Isère (FRK24)

Country: France

Email: publications-joue@aws-france.com

Telephone: +33480041260

Roles of this organisation:

TED eSender

8.1. ORG-0002

Official name: Bureau de Recherche en Géologie Minière (BRGM)

Registration number: 73337

Postal address: 3 av. Claude-Guillemain

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Contact point: Madame la Présidente Directrice Générale

Email: consultation@brgm.fr

Telephone: 0238643434

Internet address: <https://www.brgm.fr>

Buyer profile: <https://www.marches-publics.info/>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: BRGM

Registration number: ABB3F931-9DB8-8A84-1265B9F55DCC4DE4

Postal address: 3 av. Claude-Guillemain

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Contact point: BRGM

Email: consultation@brgm.fr

Telephone: 0238643434

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Tribunal administratif d'Orléans

Registration number: ABB3F93F-D1CE-D7E1-BC046CC199DB95D6

Postal address: 28, rue de la Bretonnerie

Town: Orléans

Postcode: 45057

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Email: greffe.ta-orleans@juradm.fr

Telephone: 0238775900

Fax: 0238538516

Roles of this organisation:

Review organisation

8.1. ORG-0005

Official name: Tribunal administratif d'Orléans

Registration number: ABB3F94D-F0DD-4C32-2F2015F4C6CB9CFD

Postal address: 28, rue de la Bretonnerie
Town: Orléans
Postcode: 45057
Country subdivision (NUTS): Loiret (FRB06)
Country: France
Email: greffe.ta-orleans@juradm.fr
Telephone: 0238775900
Fax: 0238538516

Roles of this organisation:

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 36d3f8e3-502e-49d8-8f3e-9ce6e80e3fc8 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 16/09/2026 17:10:45 (UTC+02:00) Eastern European Time, Central European Summer Time
Languages in which this notice is officially available: French
Notice publication number: 643555-2026
OJ S issue number: 181/2026
Publication date: 18/09/2026