

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:31461-2012:TEXT:EN:HTML>

**GR-Heraklion: provision of a customer relationship management (CRM) product
2012/S 20-031461**

Contract award notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Network and Information Security Agency
PO Box 1309

For the attention of: Procurement Officer

710 01 Heraklion

GREECE

Telephone: +30 2810391280

E-mail: procurement@enisa.europa.eu

Fax: +30 2810391410

Internet address(es):

General address of the contracting authority: <http://www.enisa.europa.eu>

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Other: Network Information Security

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract

Provision of a customer relationship management (CRM) product.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 7: Computer and related services

Main site or location of works, place of delivery or of performance: Mainly at the contractor's own premises.

NUTS code GR431

II.1.3) Information about a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Short description of the contract or purchase(s)

ENISA aims to procure services for the provision of a customer relationship management platform.

Its main objectives in pursuing the acquisition of such a product can be summarised in the following thematic areas:

— to establish a common and consistent view on ENISA's stakeholders,

- manage interactions with its stakeholders in an efficient and coordinated manner,
- manage groups, meetings and respective events,
- reduce complexity and streamline administrative burden,
- enhance ENISA's outreach, dissemination and marketing capabilities,
- provide a flexible and dynamic working tool for ENISA's operational experts.

II.1.5) **Common procurement vocabulary (CPV)**

48000000, 48600000

II.1.6) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

Value: 200 000 EUR

Excluding VAT

Section IV: Procedure

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of

1. Qualitative score. Weighting 70

2. Financial offer. Weighting 30

IV.2.2) **Information about electronic auction**

An electronic auction has been used: no

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority**

ENISA P/16/11/TCD.

IV.3.2) **Previous publication(s) concerning the same contract**

Contract notice

Notice number in the OJEU: [2011/S 137-226976](#) of 20.7.2011

Section V: Award of contract

Contract No: 1

Lot title: Provision of a customer relationship management (CRM) product

V.1) **Date of contract award decision:**

19.10.2011

V.2) **Information about offers**

Number of offers received: 6

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

Sieben EPE

Aristomenous 3

153 44 Athens

GREECE

V.4) **Information on value of contract**

Initial estimated total value of the contract:

Value: 200 000 EUR

Excluding VAT

Total final value of the contract:

Value: 200 000 EUR

Excluding VAT

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

Section VI: Complementary information

VI.1) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.2) **Additional information:**

VI.3) **Procedures for appeal**

VI.3.1) **Body responsible for appeal procedures**

General Court of the European Union

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: cfi.registry@curia.europa.eu

Telephone: +352 4303-1

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman, PO Box 403

67001 Strasbourg

FRANCE

E-mail: euro-ombudsman@europarl.europa.eu

Telephone: +33 388172313

VI.3.2) **Lodging of appeals**

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

19.1.2012