

**France-Issy-les-Moulineaux: Call centre**  
**OJ S 1/2024 02/01/2024**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: France Médias Monde SA

National registration number: 50152402900086

Postal address: 80 rue Camille Desmoulins

Town: Issy-les-Moulineaux

NUTS code: FR105 Hauts-de-Seine

Postal code: 92130

Country: France

Contact person: Direction des achats

E-mail: [achats@francemm.com](mailto:achats@francemm.com)

Telephone: +33 184228484

**Internet address(es):**

Main address: <http://www.francemediasmonde.com/>

Address of the buyer profile: [https://francemediasmonde.e-marchespublics.com/pack/annonce\\_marche\\_public\\_23232\\_960843.html](https://francemediasmonde.e-marchespublics.com/pack/annonce_marche_public_23232_960843.html)

**I.4. Type of the contracting authority**

Other type: Société privée financée à 100% par l'Etat

**I.5. Main activity**

Other activity: Audiovisuels

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**Section II: Object**

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

**II.1.1. Title**

Distribution hôtelière de France 24 par télémarketing

Reference number: 23095

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Accord-cadre portant sur la distribution hôtelière de France 24 par télémarketing.

**II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 532 112,00 EUR

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

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

NUTS code: FR105 Hauts-de-Seine

Main site or place of performance: Issy les Moulineaux Issy les Moulineaux

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

Accord-cadre portant sur la distribution hôtelière de France 24 par télémarketing.

##### **II.2.5. Award criteria**

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Démarche RSE en lien avec l'objet du contrat / Weighting: 10

Price - Weighting: 50

##### **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**

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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**

The procurement involves the establishment of a framework agreement

###### **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.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2023/S 168-526729](#)

###### **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**

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**Contract No:** 23095

**Title:**

Distribution hôtelière de France 24 par télémarketing

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

26/12/2023

### **V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 3

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

### **V.2.3. Name and address of the contractor**

Official name: Webhelp

National registration number: 43197737000037

Postal address: 161 Rue de Courcelles

Town: PARIS

NUTS code: FR101 Paris

Postal code: 75017

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 532 112,00 EUR

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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

L'accord-cadre prend effet à la date de sa notification. Il est conclu pour une durée d'un (1) an à compter du 20 janvier 2024, reconductible tacitement trois fois par période d'un (1) an.

Une phase d'initialisation démarre à la date de notification de l'accord-cadre et se termine au maximum 6 semaines après cette date.

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

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

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Picasso

Town: Nanterre

Postal code: 92000

Country: France

#### **VI.4.2. Body responsible for mediation procedures**

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Picasso

Town: Nanterre

Postal code: 92000

Country: France

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

Précisions concernant les délais de recours :

Recours en référé contractuel après signature du marché, dans les trente et un jours qui suivent la publication de l'avis d'attribution du contrat.

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

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Picasso

Town: Nanterre

Postal code: 92000

Country: France

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

28/12/2023