

France-Sainte-Marie: Telephone and data transmission services
OJ S 12/2016 19/01/2016
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: CAF de la Réunion
National registration number: 31463536800116
Postal address: 412 rue Fleur de Jade — CS 61038
Town: Sainte-Marie de la Réunion
Postal code: 97833
Country: France
For the attention of: Mme Vidot Marie-Blanche
E-mail: gespro-marches.cafreunion@caf.cnafmail.fr
Telephone: +33 0262486260
Fax: +33 0262413716

Internet address(es):

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.2. Type of the contracting authority

I.3. Main activity

Social protection

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

Mise en place et gestion d'une plateforme de réponse téléphonique de niveau 1 pour la CAF de La Réunion.

II.1.2. Type of contract and place of performance or delivery

Services
Service category No 5: Telecommunications services
NUTS code FR94 Réunion

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

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

Mise en place et gestion d'une plateforme de réponse téléphonique de niveau 1 pour la CAF de La Réunion.

II.1.5. CPV code(s)

64210000 Telephone and data transmission services

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

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Value: 480 480 EUR

Including VAT. VAT rate (%) 8,50

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. Cout. Weighting 55

2. Valeur technique. Weighting 45

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

AOO no 06/2015

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 071-126320](#) of 11.4.2015

Section V: Award of contract

Lot title: Mise en place d'une plateforme de réponse téléphonique de niveau 1 pour la CAF de La Réunion

V.1. Date of conclusion of the contract

3.11.2015

V.2. Information about tenders

Number of tenders received: 3

V.3. Name and address of the contractor

Official name: Mondiale Assistance

Postal address: 11 rue Rolland Garros, résidence Les Charmilles

Town: Saint-Denis

Postal code: 97400

V.4. Information on value of the contract/lot

Total value of the procurement:

Value: 480 480 EUR

Including VAT. VAT rate (%) 8,50

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

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

VI.2. Additional information

Références de l'avis initial mis en ligne sur le site BOAMP, annonce n° 15-53143, mise en ligne le 9.4.2015.

Date d'envoi du présent avis au JOUE et au BOAMP: 15.1.2016.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Tribunal de grande instance de Saint Denis

Postal address: 5 avenue André Malraux — Champ Fleuri

Town: Saint-Denis

Postal code: 97490

Telephone: +33 0262402345

Body responsible for mediation procedures

Official name: commission arbitrage

Postal address: 5 avenue André Malraux — champ Fleuri

Town: Saint-Denis

Postal code: 97490

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

Official name: CAF de La Réunion

Postal address: 412 rue Fleur de Jade — CS 61038

Town: Sainte-Marie

Postal code: 97833

Country: Réunion

E-mail: gespro-marches.cafreunion@caf.cnafmail.fr

Telephone: +33 0262486260

VI.4. Date of dispatch of this notice

15.1.2016