

**F-Marseille: Telephone operator services**  
**OJ S 16/2013 23/01/2013**  
**Contract award notice**  
**Services**

**Directive 2004/18/EC**

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Agence régionale de santé PACA  
Postal address: 132 boulevard de Paris CS 50039  
Town: Marseille Cedex 03  
Postal code: 13331  
Country: France  
For the attention of: M. Helary Jean-Luc  
E-mail: [ars-paca-logistique-marches@ars.sante.fr](mailto:ars-paca-logistique-marches@ars.sante.fr)  
Telephone: +33 413558017  
Fax: +33 413558040

**I.2. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

**I.3. Main activity**

Health

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

**Section II: Object of the contract**

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**II.1. Description**

**II.1.1. Title**

ao0/06/2012/Ars13/Externalisation Prestation d'accueil

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

Services  
Service category No 27: Other services  
NUTS code

**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)**

la présente consultation a pour objet l'externalisation des deux postes d'accueil physique et téléphonique situés dans les locaux de l'agence Régionale de Santé de la région Provence-Alpes- côte d'azur, immeuble " M'Square ", 132 boulevard de Paris, 13003 Marseille

**II.1.5. CPV code(s)**

79511000 Telephone operator services, 98390000 Other 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

### Section IV: Procedure

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#### 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. continuité de service. Weighting 15
2. qualification de l'agent. Weighting 15
3. dispositif d'encadrement, évaluation interne. Weighting 10
4. tenues. Weighting 5
5. references. Weighting 5
6. prix. Weighting 50

##### IV.2.2. Information about electronic auction

#### IV.3. Administrative information

##### IV.3.1. File reference number attributed by the contracting authority

AOO062012ARS13

##### IV.3.2. Previous publication concerning this procedure

###### Contract notice

Notice number in the OJ S: [2012/S 188-309641](#) of 29.9.2012

### Section V: Award of contract

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Contract No: 062012

Lot No: 1

- Lot title: l'externalisation des deux postes d'accueil physique et téléphonique situés dans les locaux de l'Agence Régionale de Santé de la région Provence-Alpes- Côte d'Azur, immeuble " M'Square ", 132 boulevard de Paris, 13003 Marseille

#### V.1. Date of conclusion of the contract

24.12.2012

#### V.2. Information about tenders

Number of tenders received: 11

#### V.3. Name and address of the contractor

Official name: City One Accueil  
Postal address: 23 rue Lafayette  
Town: Toulouse  
Postal code: 31000

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

Total value of the procurement:  
Value: 74 006 EUR

If annual or monthly value:

Number of years: 3

**V.5. Information about subcontracting**

The contract is likely to be subcontracted: no

**Section VI: Complementary information**

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

**VI.2. Additional information**

Annonce no204, B.O.A.M.P. 190 B du 2.10.2012.

Date d'envoi du présent avis au JOUE et au BOAMP : 17.1.2013.

**VI.3. Procedures for review**

**VI.3.1. Review body**

**VI.3.2. Review procedure**

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

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

17.1.2013