

**France-Bordeaux: Call centre**  
**OJ S 11/2024 16/01/2024**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

## Section I: Contracting authority

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### I.1. Name and addresses

Official name: région Nouvelle Aquitaine  
Postal address: 14, rue Francois de Sourdis  
Town: Bordeaux Cedex  
NUTS code: FRI Nouvelle-Aquitaine  
Postal code: 33077  
Country: France  
E-mail: [unite.transportsdACP@nouvelle-aquitaine.fr](mailto:unite.transportsdACP@nouvelle-aquitaine.fr)  
Telephone: +33 557578000  
**Internet address(es):**  
Main address: <https://www.nouvelle-aquitaine.fr/>

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

Regional or local authority

### I.5. Main activity

General public services

## Section II: Object

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### II.1. Scope of the procurement

#### II.1.1. Title

déploiement et exploitation d un centre de contact et gestion des services associés pour les transports de la Région Nouvelle-Aquitaine  
Reference number: 2023I000S05855

#### II.1.2. Main CPV code

79512000 Call centre

#### II.1.3. Type of contract

Services

#### II.1.4. Short description

déploiement et exploitation d un centre de contact et gestion des services associés pour les transports de la Région Nouvelle-Aquitaine

#### II.1.6. Information about lots

This contract is divided into lots: no

#### II.1.7.

## **Total value of the procurement**

Value excluding VAT: 4 833 333,00 EUR

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

#### **II.2.2. Additional CPV code(s)**

79512000 Call centre

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

NUTS code: FRI Nouvelle-Aquitaine

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

déploiement et exploitation d'un centre de contact et gestion des services associés pour les transports de la Région Nouvelle-Aquitaine

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

Quality criterion - Name: Valeur technique / Weighting: 60

Price - Weighting: 40

#### **II.2.11. Information about options**

Options: yes

Description of options:

description des options : Le pouvoir adjudicateur pourra confier au titulaire de l'accord-cadre, en application des articles L. 2122-1 et R. 2122-7 du Code de la commande publique, un ou plusieurs nouveaux accords-cadres ayant pour objet la réalisation de prestations similaires

#### **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**

#### **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 195-611741](#)

#### **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:** 2023I000S05855

**Title:**

déploiement et exploitation d'un centre de contact et gestion des services associés pour les transports de la Région Nouvelle-Aquitaine

A contract/lot is awarded: yes

**V.2. Award of contract**

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

29/12/2023

**V.2.2. Information about tenders**

Number of tenders received: 2

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

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

Official name: cityway

Postal address: 85 rue Pierre Duhem

Town: Aix-en-Provence Edex 3

NUTS code: FRL Provence-Alpes-Côte d'Azur

Postal code: 13594

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 4 833 333,00 EUR

**V.2.5. Information about subcontracting**

The contract is likely to be subcontracted

**Section VI: Complementary information**

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**VI.3. Additional information**

l'accord-cadre a été attribué à Cityway pour un montant maximum de 4 833 333 euro(s)ht sur la durée du contrat

**VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: tribunal Administratif de Bordeaux

Postal address: 9 rue Tastet

Town: Bordeaux

Postal code: 33000

Country: France

E-mail: [greffe.ta-bordeaux@juradm.fr](mailto:greffe.ta-bordeaux@juradm.fr)

Telephone: +33 556993800

Fax: +33 556243903

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

Official name: ccira de Bordeaux

Postal address: 103 bis rue de Belleville

Town: Bordeaux

Postal code: 33000

Country: France

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

Official name: tribunal Administratif de Bordeaux

Postal address: 9 rue Tastet

Town: Bordeaux

Postal code: 33000

Country: France

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

11/01/2024