

France-Colmar: Call centre
OJ S 13/2022 19/01/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: VIALIS SAEM

Postal address: 10 rue des Bonnes Gens CS 70187

Town: COLMAR

NUTS code: FRF12 Haut-Rhin

Postal code: 68004

Country: France

E-mail: appeldoffre@vialis.tm.fr

Telephone: +33 389246038

Fax: +33 389246094

Internet address(es):

Main address: <https://www.vialis.net/>

Address of the buyer profile: <http://www.achatpublic.com>

I.4. Type of the contracting authority

Other type: Etablissement Local de Distribution

I.5. Main activity

Other activity: Distribution d'énergies

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Gestion des appels du standard et de la hotline

Reference number: 21.07

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Gestion des appels du standard et de la hotline

II.1.6. Information about lots

This contract is divided into lots: yes

II.1.7.

Total value of the procurement

Value excluding VAT: 960 000,00 EUR

II.2. Description

II.2.1. Title

Hotline

Lot No: 1

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRF12 Haut-Rhin

II.2.4. Description of the procurement

Hotline

II.2.5. Award criteria

Quality criterion - Name: Prestation technique / Weighting: 30

Quality criterion - Name: Qualification technique / Weighting: 20

Quality criterion - Name: Dimensionnement service / Weighting: 15

Quality criterion - Name: Questionnaire RSE / Weighting: 5

Price - Weighting: 30

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

II.2. Description

II.2.1. Title

Standard

Lot No: 2

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRF12 Haut-Rhin

II.2.4. Description of the procurement

Standard

II.2.5. Award criteria

Quality criterion - Name: Prestation technique / Weighting: 30

Quality criterion - Name: Organisation proposée / Weighting: 15

Quality criterion - Name: Questionnaire RSE / Weighting: 5

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

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 188-489196](#)

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

Contract No: 21.07

Lot No: 1

Title:

Hotline

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/12/2021

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: ESDI EUROPEAN HELP DESK

Postal address: 4 rue Albert Camus

Town: BELFORT CEDEX

NUTS code: FR France

Postal code: 90005
Country: France
The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 750 000,00 EUR
Total value of the contract/lot: 750 000,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Standard

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/12/2021

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: ESDI EUROPEAN HELP DESK

Postal address: 4 rue Albert Camus

Town: BELFORT CEDEX

NUTS code: FR France

Postal code: 90005

Country: France

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 210 000,00 EUR

Total value of the contract/lot: 210 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande Instance de Colmar

Town: COLMAR

Country: France

VI.5. Date of dispatch of this notice

14/01/2022