

France-Dijon: Call centre
OJ S 15/2021 22/01/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Orvitis

National registration number: 27210001700024

Town: Dijon

NUTS code: FR France

Postal code: 21000

Country: France

E-mail: valerie.felix@orvitis.fr

Telephone: +33 810021000

Internet address(es):

Main address: <https://marches.ternum-bfc.fr>

Address of the buyer profile: <https://marches.ternum-bfc.fr>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Gestion des appels téléphoniques en dehors des heures d'ouverture des offices

Reference number: 2010appels

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Gestion des appels téléphoniques en dehors des heures d'ouverture des offices, Domanys, Orvitis et Grand Dole habitat.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 22 560,00 EUR

II.2. Description

II.2.3. Place of performance

NUTS code: FRC Bourgogne-Franche-Comté

II.2.4. Description of the procurement

Gestion des appels téléphoniques en dehors des heures d'ouverture des offices.

II.2.5. Award criteria

Quality criterion - Name: Valeur technique et qualitative / Weighting: 40

Price - Weighting: 60

II.2.11. Information about options

Options: yes

Description of options:

Possibilité de conclure des marchés de prestations similaires en application de l'article R.

2122-7 du code de la commande publique ou de reconduire des marchés (article R. 2112-4 du code de la commande publique).

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

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: [2020/S 215-527373](#)

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: 2020120149

Title:

Gestion des appels téléphoniques en dehors des heures d'ouverture des offices

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

10/12/2020

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: Aleo center

Town: DIJON

NUTS code: FRC11 Côte-d'Or

Country: France

The contractor is an SME: yes

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

Total value of the contract/lot: 22 560,00 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 administratif de Dijon

Postal address: 22 rue d'Assas — BP 61616

Town: Dijon

Postal code: 21016

Country: France

Telephone: +33 380739100

Fax: +33 380733989

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

Official name: Tribunal administratif de Dijon

Postal address: 22 rue d'Assas — BP 61616

Town: Dijon

Postal code: 21016

Country: France

Telephone: +33 380739100

Fax: +33 380733989

VI.5. Date of dispatch of this notice

18/01/2021