

France-Avelin: Call centre
OJ S 23/2017 02/02/2017
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Sigmap
National registration number: 53843527200017
Postal address: 66 rue de Lille
Town: Avelin
NUTS code: FR302 Pas-de-Calais
Postal code: 59710
Country: France
E-mail: calderoni.marielle@sigmap.msa.fr
Telephone: +33 149631790
Fax: +33 320165699
Internet address(es):
Main address: <http://www.msa.fr/lfr>
Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.achatpublic.com>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_oRBtD5bLoO

I.4. Type of the contracting authority

Other type: Autre organisme public

I.5. Main activity

Other activity: Traitement de données informatiques et hébergement

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Centre d'appels 2017.
Reference number: SIGMAP 2017 001 AOO

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Fourniture pour la prestation d'externalisation du Centre d'appels du Sigmap.

II.1.5. Estimated total value

Value excluding VAT: 585 612,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

NUTS code: FR3 NORD - PAS-DE-CALAIS

NUTS code: FR22 Picardie

Main site or place of performance: Exécution des prestations réalisée chez le prestataire retenu.

II.2.4. Description of the procurement

Fourniture pour la prestation d'externalisation du Centre d'appels du Sigmap: réception des appels téléphoniques et des mails utilisateurs; Enregistrement dans l'outil de ticketing SOLAU; Affectation, relance des tickets selon les modes opératoires prédéfinis par Sigmap; Gouvernance de la prestation.

II.2.5. Award criteria

Criteria below

Quality criterion - Name: Qualité et valeurs techniques de la réponse / Weighting: 50

Quality criterion - Name: Mise en place d'une démarche de RSE / Weighting: 5

Price - Weighting: 45

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

Marché conclu pour une période de 1 an, reconductible 2 fois par période de 1 année.

II.2.10. Information about variants

Variants will be accepted: yes

II.2.11. Information about options

Options: yes

Description of options:

Possibilité de conclure un avenant pour une prolongation du marché.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 08/03/2017 Local time: 16:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

French

IV.2.7. Conditions for opening of tenders

Date: 10/03/2017 Local time: 10:30

Place:

Avelin.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Lille

Postal address: 13 avenue du Peuple Belge, BP 759

Town: Lille Cedex

Postal code: 59034

Country: France

Internet address: <https://lannuaire.service-public.fr/hauts-de-france/nord/tgi-59350-01>

VI.5. Date of dispatch of this notice

30/01/2017

