

**France-Villers-lès-Nancy: Telephone operator services**

OJ S 28/2018 09/02/2018

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Inria Lorraine

Town: Villers-lès-Nancy

NUTS code: FR France

Postal code: 54600

Country: France

E-mail: [laurent.heckel@inria.fr](mailto:laurent.heckel@inria.fr)

Telephone: +33 354958538

**Internet address(es):**Main address: <https://www.inria.fr/centre/nancy>Address of the buyer profile: <https://www.marches-publics.gouv.fr/>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/?page=entreprise>.

[EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Other activity: Recherche

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Marché de prestations d'accueil et de logistique

Reference number: 2018-00021

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

2 lots:

- prestations d'accueil et standard téléphonique,
- prestations de logistique.

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

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

#### **II.2.1. Title**

Prestation d'accueil et standard téléphonique  
Lot No: 1

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

79511000 Telephone operator services

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

NUTS code: FR France

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

- assurer l'accueil physique des personnes (utilisateurs et visiteurs),
- assurer la gestion des appels téléphoniques entrants et sortants,
- assurer diverses tâches administratives,
- assurer le traitement et le suivi des demandes utilisateurs.

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

Criteria below

Quality criterion - Name: Valeur technique / Weighting: 40 %

Price - Weighting: 60 %

#### **II.2.6. Estimated value**

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

Start: 01/06/2018 End: 31/05/2019

This contract is subject to renewal: yes

Description of renewals:

- chaque date d'anniversaire,
- durée totale 4 ans max.

#### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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**

[https://www.marches-publics.gouv.fr/?page=entreprise.  
EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h)

## **II.2. Description**

### **II.2.1. Title**

Prestation de logistique  
Lot No: 2

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

79511000 Telephone operator services

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

NUTS code: FR France

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

— assurer diverses tâches de logistique,  
— assurer la gestion des livraisons,  
— assurer l'inventaire des biens.

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

Criteria below

Quality criterion - Name: Valeur technique / Weighting: 40 %

Price - Weighting: 60 %

### **II.2.6. Estimated value**

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

Start: 01/06/2018 End: 31/05/2019

This contract is subject to renewal: yes

Description of renewals:

— chaque date d'anniversaire,  
— pas de reconduction 4 ans max.

### **II.2.10. Information about variants**

Variants will be accepted: no

### **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**

[https://www.marches-publics.gouv.fr/?page=entreprise.  
EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h)

## **Section III: Legal, economic, financial and technical information**

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### **III.1. Conditions for participation**

#### **III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Voir: [https://www.marches-publics.gouv.fr/?page=entreprise.  
EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h](https://www.marches-publics.gouv.fr/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=365085&orgAcronyme=f2h).

### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

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

Date: 15/03/2018 Local time: 11:00

#### **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: 16/03/2018 Local time: 11:00

## **Section VI: Complementary information**

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### **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 administratif de Nancy

Postal address: 5 place de la Carrière, 54000 Nancy

Town: Nancy

Postal code: 54000

Country: France

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

Official name: Préfecture de Meurthe-et-Moselle

Postal address: 1 rue du Préfet Claude Érignac

Town: Nancy

Postal code: 54038

Country: France

Internet address: <http://nancy.tribunal-administratif.fr/Informations-pratiques/Acces-et-coordonnees>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

2 mois

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

Official name: Tribunal administratif de Nancy

Postal address: 5 place de la Carrière, 54000 Nancy

Town: Nancy

Postal code: 54000

Country: France

Internet address: <http://nancy.tribunal-administratif.fr/Informations-pratiques/Acces-et-coordonnees>

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

08/02/2018