

**France-Paris: Customer services**  
**OJ S 25/2021 05/02/2021**  
**Contract notice – utilities**  
**Services**

**Legal Basis:**

Directive 2014/25/EU

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**Section I: Contracting entity**

**I.1. Name and addresses**

Official name: Veolia Eau — Compagnie générale des eaux

National registration number: 57202552610945

Postal address: 21 rue la Boétie

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

Contact person: Direction des achats Eau France — M. Christophe Bonnin

E-mail: [christophe.bonnin@veolia.com](mailto:christophe.bonnin@veolia.com)

**Internet address(es):**

Main address: <http://www.veolia.com/>

**I.3. Communication**

Access to the procurement documents is restricted. Further information can be obtained at:

<https://save.veolia.com/>

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

Additional information can be obtained from another address:

Official name: Veolia Eau — Compagnie générale des eaux

National registration number: 57202552610945

Postal address: 30 rue Madeleine Vionnet

Town: Aubervilliers

NUTS code: FR106 Seine-Saint-Denis

Postal code: 93300

Country: France

Contact person: Direction des achats Eau France — Nohra Bouazza

E-mail: [nohra.bouazza@veolia.com](mailto:nohra.bouazza@veolia.com)

**Internet address(es):**

Main address: <https://save.veolia.com/>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <https://save.veolia.com/>

**I.6. Main activity**

Water

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**Section II: Object**

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

**II.1.1. Title**

Prestation de service de gestion clientèle  
Reference number: 79342300

**II.1.2. Main CPV code**

79342300 Customer services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Prise en charge d'une partie des contacts tous médias des consommateurs Veolia Eau France.

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 1  
Lot No: 1

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 1.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:  
Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 2  
Lot No: 2

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

79342300 Customer services

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

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 2.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

##### **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:  
Prorogation possible sur une durée de 24 mois.

##### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

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

Variants will be accepted: yes

##### **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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 3  
Lot No: 3

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 3.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 4

Lot No: 4

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 4.

**II.2.5.**

## **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

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

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

Duration in months: 15

This contract is subject to renewal: no

### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

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

Variants will be accepted: yes

### **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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 5

Lot No: 5

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

79342300 Customer services

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

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 5.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

##### **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:

Prorogation possible sur une durée de 24 mois.

##### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 6  
Lot No: 6

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 6.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:  
Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 7  
Lot No: 7

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

79342300 Customer services

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

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 7.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **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:  
Prorogation possible sur une durée de 24 mois.

### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

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

Variants will be accepted: yes

### **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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 8  
Lot No: 8

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

79342300 Customer services

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

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 8.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 9

Lot No: 9

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 9.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:  
Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 10

Lot No: 10

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 10.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement  
documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 11  
Lot No: 11

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

79342300 Customer services

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

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 11.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

##### **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:  
Prorogation possible sur une durée de 24 mois.

##### **II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

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

Variants will be accepted: yes

##### **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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 12  
Lot No: 12

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 12.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 13

Lot No: 13

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique n° 13.

**II.2.5.**

**Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 14

Lot No: 14

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 14.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

**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:

Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 15  
Lot No: 15

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

79342300 Customer services

**II.2.3. Place of performance**

NUTS code: FR France

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

Prise en charge de contacts tous médias des consommateurs pour le périmètre géographique  
n° 15.

**II.2.5. Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement  
documents

**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:  
Prorogation possible sur une durée de 24 mois.

**II.2.9. Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 10

**II.2.10. Information about variants**

Variants will be accepted: yes

**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 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:

- dénomination sociale et adresse complète du candidat;
- nom de son représentant légal;
- forme juridique du candidat;
- extrait K bis datant de moins de trois mois;
- copie attestation d'assurance datant de moins de trois mois;
- le candidat produira également à l'appui de sa candidature les renseignements concernant la situation juridique de l'entreprise tels que prévus dans l'ordonnance n° 2015-899 du 23.7.2015 relative aux marchés publics et de son décret n° 2016-360 du 25.3.2016 relatif aux marchés publics;
- les justificatifs et documents nécessaires (déclaration sur l'honneur) sont visés à l'article 48 du décret susvisé;
- déclarations sur l'honneur attestant que le candidat n'entre dans aucun des cas mentionnés à l'article 8 et 38 de l'ordonnance précitée;
- copie du ou des jugements prononcés si le candidat est en redressement judiciaire;
- les candidats peuvent également utiliser les formulaires DC1; DC2; DC4; (ou DUME); Attri1 ou tout document équivalent.

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

List and brief description of selection criteria:

- bilan et comptes de résultat des trois (3) dernières années;
- chiffre d'affaires concernant les fournitures, objet du marché, réalisés au cours des trois (3) derniers exercices;
- effectif de la société sur les trois (3) dernières années;
- implantations géographiques inshore et offshore.

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

List and brief description of selection criteria:

- présentation des certificats de capacité professionnelle, qualifications ou équivalents, et d'une liste de références de clients publics ou privés indiquant des prestations de même nature et importance réalisées au cours des trois dernières années avec leur montant et la date d'exécution;
- la preuve des capacités techniques du candidat peut être apportée par tout moyens en cas, notamment, d'entreprise nouvellement créée.

##### III.1.4. Objective rules and criteria for participation

List and brief description of rules and criteria:

- critères de sélection des candidatures: capacité professionnelle, technique et financière;
- les lettres de candidatures devront être adressées par courrier électronique au point de contact indiqué en point I.3);
- les candidats seront informés de la recevabilité ou non de leur candidature sous dix jours après la date limite de réception des candidatures [cf. IV.2.2)]. Seuls accéderont au dossier de consultation, les candidats informés de la recevabilités de leur candidature.

### **III.1.8. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Les groupements d'opérateurs économiques sont autorisés à se porter candidat. En cas d'attribution de marché à un groupement, celui-ci devra prendre la forme d'un groupement solidaire.

### **III.2. Conditions related to the contract**

#### **III.2.2. Contract performance conditions**

Veolia Eau France se réserve le droit:

- d'attribuer les lots à un ou plusieurs candidats, selon la qualité des réponses;
- de ne retenir aucune offre sur un, plusieurs ou la totalité des lots.

## **Section IV: Procedure**

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### **IV.1. Description**

#### **IV.1.1. Type of procedure**

Negotiated procedure with prior call for competition

#### **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: 17/02/2021 Local time: 12:00

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

Date: 05/03/2021

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

French

#### **IV.2.6. Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 12 (from the date stated for receipt of tender)

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

### **VI.3. Additional information**

Dès réception des lettres de candidatures, les candidats sélectionnés recevront, par courrier électronique, un lien et code d'accès à l'outil d'e-sourcing SAVE, plate-forme internet Veolia, afin de télécharger le dossier d'appel d'offre.

En cas de problème d'utilisation de l'outil d'e-sourcing SAVE, il appartient au candidat de contacter l'acheteur indiqué en point I.3).

### **VI.4. Procedures for review**

**VI.4.1. Review body**

Official name: Tribunal judiciaire de Paris  
Postal address: parvis du Tribunal de Paris  
Town: Paris Cedex 1  
Postal code: 75859  
Country: France  
Telephone: +33 144325151

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

Official name: Tribunal judiciaire de Paris  
Postal address: parvis du Tribunal de Paris  
Town: Paris Cedex 1  
Postal code: 75859  
Country: France  
Telephone: +33 144325151

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

01/02/2021