

France-Metz: Call centre
OJ S 25/2021 05/02/2021
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: SAEML-TAMM

National registration number: 53856779300020

Postal address: 10 rue des Intendants Joba — CS 30009

Town: Metz Cedex 2

NUTS code: FRF33 Moselle

Postal code: 57063

Country: France

Contact person: Delphine Toussaint

E-mail: Servicemarche@lemet.fr

Telephone: +33 387310088

Internet address(es):

Main address: <https://www.lemet.fr>

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.6. Main activity

Recreation, culture and religion

Section II: Object

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

Centre de relation client

Reference number: Consultation 2020-02

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

La SAEML-TAMM a en charge l'exploitation du réseau de transport urbain de l'agglomération de Metz métropole (le Met').

Le marché a pour objet de confier à un centre de relation client les activités suivantes:

- information voyageurs: traitement des appels entrants des clients,
- requêtes clients: traitement des requêtes emails et téléphone,
- service de transport à la demande=gestion du service de réservation,
- service de transport de personnes à mobilité réduite=gestion du service de réservation.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 019 872,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FRF33 Moselle

Main site or place of performance: Locaux du prestataire et siège social de la SAEMML-TAMM.

II.2.4. Description of the procurement

Le centre de relation client devra répondre aux appels téléphoniques du lundi au vendredi de 7h00 à 20h00 et le samedi de 7h00 à 19h00:

— information voyageurs = 29 140 appels estimés par an,

— réclamations clients = 4 600 à traiter estimées par an,

— service de transport à la demande = 26 800 appels estimés par an,

— service de transport des personnes à mobilité réduite = 8 000 appels estimés par an.

II.2.5. Award criteria

Quality criterion - Name: Valeur technique de l'offre / Weighting: 45

Quality criterion - Name: Qualité de la prestation / Weighting: 20

Price - Weighting: 35

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

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: yes

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 128-314619](#)

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 periodic indicative notice

Section V: Award of contract

Contract No: 2020-02

Title:

Centre de relation client

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

14/01/2021

V.2.2. Information about tenders

Number of tenders received: 2

Number of tenders received by electronic means: 2

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

V.2.3. Name and address of the contractor

Official name: Kisio services et consulting

National registration number: 49160867500394

Postal address: 20 rue Hector Malot

Town: Paris

NUTS code: FR101 Paris

Postal code: 75012

Country: France

Telephone: +33 144751800

Internet address: <http://Kisio.com>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 000 000,00 EUR

Total value of the contract/lot: 1 019 872,00 EUR

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

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 Nancy

Postal address: Cité judiciaire 27 rue du Général Fabvier

Town: Nancy

Postal code: 54035

Country: France

Telephone: +33 383908500

Fax: +33 383274984

Internet address: <http://www.justice.gouv.fr>

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal de grande instance de Nancy

Postal address: Cité judiciaire 27 rue du Général Fabvier

Town: Nancy

Postal code: 54035

Country: France

Telephone: +33 383908500

Internet address: <http://www.justice.gouv.fr>

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

Official name: Tribunal de grande instance de Nancy

Postal address: Cité judiciaire 27 rue du Général Fabvier

Town: Nancy

Postal code: 54035

Country: France

Telephone: +33 383908500

Internet address: <http://www.justice.gouv.fr>

VI.5. Date of dispatch of this notice

02/02/2021