

France-Paris: Telephone operator services
OJ S 30/2022 11/02/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: agence du Service Civique

Postal address: 95 avenue de France

Town: Paris

NUTS code: FR France

Postal code: 75013

Country: France

E-mail: Service-financier@agence-civique.gouv.fr

Internet address(es):

Main address: <http://www.service-civique.gouv.fr>

Address of the buyer profile: <https://www.marches-publics.gouv.fr>

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

le marché pour objet la mise en place la gestion d'un serveur vocal interactif et d'un standard téléphonique

Reference number: 2021-07-Standard-SVI

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

le marché pour objet la mise en place la gestion d'un serveur vocal interactif et d'un standard téléphonique

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 123 630,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: france

II.2.4. Description of the procurement

le marché pour objet la mise en place la gestion d'un serveur vocal interactif et d'un standard téléphonique

II.2.5. Award criteria

Quality criterion - Name: Valeur technique appréciée sur la base de la sous-pondération indiquées dans le règlement de la consultation / Weighting: 60

Price - Weighting: 40

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

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: [2021/S 146-387557](#)

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: 2021-07

Title:

mise en place et la gestion d'un serveur vocal interactif et d'un centre d'appel téléphonique

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/12/2021

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: voxens

Postal address: 73, rue Martainville Siret : 789 669 728 000 30

Town: Rouen

NUTS code: FR France

Postal code: 76000

Country: France

Internet address: <https://www.voxens.fr>

The contractor is an SME: no

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

Total value of the contract/lot: 123 630,00 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 Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75181

Country: France

E-mail: greffe.ta-paris@juradm.fr

Internet address: <http://www.paris.tribunal-administratif.fr>

VI.5. Date of dispatch of this notice

08/02/2022