

France-Paris: Call centre
OJ S 28/2023 08/02/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: c.g.o.s

Postal address: direction générale, 101 rue de Tolbiac

Town: Paris Cedex 13

NUTS code: FR101 Paris

Postal code: 75654

Country: France

E-mail: marchespublics@cgos.asso.fr

Telephone: +33 144231300

Internet address(es):

Main address: <http://www.cgos.info>

I.4. Type of the contracting authority

Other type: Association loi 1901 sous le haut patronage du Ministère en charge de la Santé.

I.5. Main activity

Other activity: Oeuvres sociales des établissements hospitaliers publics

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

renseignement juridique par téléphone et par Internet

Reference number: 22SERV09

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

la consultation concerne le "Renseignement juridique", dont la finalité est de permettre aux agents hospitaliers relevant du C.G.O.S d'obtenir une réponse juridique qui, tout en étant personnalisée et pertinente par rapport au cas de l'agent, s'arrête au stade de l'information ponctuelle

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre, 72400000 Internet services

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

la présente consultation concerne le "Renseignement juridique", dont la finalité est de permettre aux agents hospitaliers relevant du C.G.O.S d'obtenir une réponse juridique qui, tout en étant personnalisée et pertinente par rapport au cas de l'agent, s'arrête au stade de l'information ponctuelle

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 60

Price - Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

voir article IV.A du CCTP

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

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: [2022/S 201-572371](#)

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

Title:

renseignement juridique par telephone et par internet

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

30/01/2023

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: business fil

Postal address: 3, rue Paulin Talabot

Town: Saint-Ouen

NUTS code: FR106 Seine-Saint-Denis

Postal code: 93585

Country: France

Internet address: <http://www.svp.com>

The contractor is an SME: no

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

Total value of the contract/lot: 2 000 000,00 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 compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

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

Official name: greffe du Tribunal compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

VI.5. Date of dispatch of this notice

03/02/2023