

**France-Saint-Mande: Customer satisfaction survey**  
**OJ S 46/2021 08/03/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Météo France  
National registration number: 18030060020117  
Postal address: 73 avenue de Paris  
Town: Saint-Mande Cx  
NUTS code: FR107 Val-de-Marne  
Postal code: 94165  
Country: France  
E-mail: [accueil.dap@meteo.fr](mailto:accueil.dap@meteo.fr)  
**Internet address(es):**  
Main address: <http://www.meteofrance.com>

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

Body governed by public law

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

Réalisation d'enquêtes de satisfaction vers les clients professionnels et non professionnels de Météo France  
Reference number: METEOFRACTANCE1937F0088

**II.1.2. Main CPV code**

79342311 Customer satisfaction survey

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Réalisation d'une enquête annuelle de satisfaction sur deux types de clients professionnels (grands comptes appelés platine dans le cahier des charges) et autres clients suivis en portefeuille par des commerciaux, permettant de calculer les notes de satisfaction globales spontanée et raisonnée constituant des indicateurs référents pour l'établissement et des enquêtes ponctuelles de satisfaction auprès de clients non suivis en portefeuille.

**II.1.6.**

## **Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 180 000,00 EUR

## **II.2. Description**

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

73000000 Research and development services and related consultancy services

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

NUTS code: FR107 Val-de-Marne

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

Réalisation d'une enquête annuelle de satisfaction sur deux types de clients professionnels (grands comptes appelés platine dans le cahier des charges) et autres clients suivis en portefeuille par des commerciaux, permettant de calculer les notes de satisfaction globales spontanée et raisonnée constituant des indicateurs référents pour l'établissement et des enquêtes ponctuelles de satisfaction auprès de clients non suivis en portefeuille.

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

Quality criterion - Name: Technique / 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**

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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**

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: [2019/S 063-146802](#)

#### **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

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**Contract No:** 1937F0088

**Lot No:** 01

**Title:**

Réalisation d'enquêtes de satisfaction vers les clients professionnels et non professionnels de Météo France

A contract/lot is awarded: yes

### V.2. Award of contract

#### V.2.1. Date of conclusion of the contract

20/06/2019

#### V.2.2. Information about tenders

Number of tenders received: 8

Number of tenders received from SMEs: 6

Number of tenders received by electronic means: 8

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

#### V.2.3. Name and address of the contractor

Official name: Future thinking France

Postal address: 6 rue de Saint-Petersboug

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

E-mail: [Benoit.parraud@futurethinking.com](mailto:Benoit.parraud@futurethinking.com)

Telephone: +33 142939314

Internet address: <http://Futurethinking.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 180 000,00 EUR

#### V.2.5. Information about subcontracting

## Section VI: Complementary information

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### VI.3. Additional information

### VI.4. Procedures for review

#### VI.4.1. Review body

Official name: Tribunal administratif de Melun

Postal address: 43 avenue du Général de Gaulle — case postale 8630 F

Town: Melun Cedex

Postal code: 77008

Country: France

E-mail: [greffe.ta-melun@juradm.fr](mailto:greffe.ta-melun@juradm.fr)

Telephone: +33 160566630

Fax: +33 160566610

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

Official name: Tribunal administratif de Melun

Postal address: 43 avenue du général de Gaulle — case postale 8630

Town: Melun Cedex

Postal code: 77008

Country: France

E-mail: [greffe.ta-melun@juradm.fr](mailto:greffe.ta-melun@juradm.fr)

Telephone: +33 160566630

Fax: +33 160566610

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

03/03/2021