

France-Rennes: Call centre
OJ S 50/2022 11/03/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: SA d'HLM Aiguillon Construction (35)

Postal address: 171 Rue de Vern

Town: Rennes

NUTS code: FRH03 Ile-et-Vilaine

Postal code: 35200

Country: France

E-mail: scanto@aiguillon.com

Telephone: +33 029926033

Internet address(es):

Main address: <https://www.aiguillon-construction.fr/>

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

I.4. Type of the contracting authority

Other type: SA HLM

I.5. Main activity

Housing and community amenities

Section II: Object

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

MISE EN PLACE D'UN CENTRE DE LA RELATION CLIENT EXTERNALISE

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

MISE EN PLACE D'UN CENTRE DE LA RELATION CLIENT EXTERNALISE

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 3 500 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FRH03 Ille-et-Vilaine

II.2.4. Description of the procurement

Mise en place d'un Centre de la relation Clients (CRC) externalisé.

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:

Reconductions.

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**

Competitive dialogue

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: [2021/S 186-482993](#)

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: 5867

Title:

Mise en place d'un Centre de la relation Clients (CRC) externalisé.

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

26/01/2022

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Téléperformance France

Postal address: 12 rue jean jacques rousseau

Town: Asnières

NUTS code: FR1 Ile-de-France

Postal code: 92600

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 3 500 000,00 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 de Grande Instance de Rennes

Postal address: 7 Rue Pierre Abélard

Town: Rennes

Postal code: 35000

Country: France

E-mail: tgi-rennes@justice.fr

Telephone: +33 0299653737

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 Rennes

Postal address: 7 Rue Pierre Abélard

Town: Rennes

Postal code: 35000

Country: France

E-mail: tgi-rennes@justice.fr

Telephone: +33 0299653737

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

VI.5. Date of dispatch of this notice

07/03/2022