

France-Metz: Call centre
OJ S 45/2023 03/03/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GIE AMPHITHEATRE
National registration number: 48055789100011
Postal address: 6 AVENUE ANDRE MALRAUX
Town: METZ
NUTS code: FRF33 Moselle
Postal code: 57008
Country: France
E-mail: laetitia.tonti@batigere.fr
Internet address(es):
Main address: <http://www.batigere.fr>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.info>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.info>

I.4. Type of the contracting authority

Other type: Autre

I.5. Main activity

Housing and community amenities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Externalisation du traitement des appels du service de la Permanence Gie Amphitheatre -
Groupe Batigere
Reference number: 2023-11

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Tranche ferme : Externalisation de la réception et du traitement des appels dirigés vers le service de la Permanence du Client dès la fermeture des agences.

tranches optionnelles :

- Option 1 : un numéro par bailleur
- Option 2 : un numéro d'appel commun à tous les bailleurs

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Tranche ferme : Externalisation de la réception et du traitement des appels dirigés vers le service de la Permanence du Client dès la fermeture des agences.

tranches optionnelles :

- Option 1 : un numéro par bailleur
- Option 2 : un numéro d'appel commun à tous les bailleurs

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

Voir Ccap 2023-11

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Voir cctp 2023-11 et Ccap 2023-11

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

Voir Règlement de consultation 2023-11

III.1.2. Economic and financial standing

List and brief description of selection criteria:

Voir Règlement de consultation 2023-11

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Voir Règlement de consultation 2023-11

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Voir Cctp 2023-11 et Ccap 2023-11

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 06/04/2023 Local time: 09:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

French

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 06/04/2023 Local time: 09:05

Section VI: Complementary information

VI.1.

Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

Les dépôts de plis doivent être impérativement remis par voie dématérialisée.

Pour retrouver cet avis intégral, accéder au DCE, poser des questions à l'acheteur, déposer un pli, allez sur URL : <https://www.marches-publics.info>

VI.4. Procedures for review**VI.4.1. Review body**

Official name: Tribunal judiciaire de Metz

Postal address: 3 Rue Haute Pierre

Town: Metz

Postal code: 57036

Country: France

Telephone: +33 387567500

Fax: +33 387567515

VI.5. Date of dispatch of this notice

28/02/2023