

France-Paris: Call centre
OJ S 68/2020 06/04/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Médiateur national de l'énergie

Postal address: 15 rue Pasquier

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

E-mail: Marches@energie-mediateur.fr

Fax: +33 144946638

Internet address(es):

Main address: <http://www.energie-mediateur.fr>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Externalisation du centre d appels et exploitation du serveur vocal interactif

Reference number: 06-2019

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Cette consultation a pour objet des prestations d'exécution d'une activité de support téléphonique de 1er niveau du service consommateurs Energie-Info et de mise en place, d'exploitation et de maintenance d'un serveur vocal interactif, portail d accueil du service consommateurs Energie-Info.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 959 610,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

Cette consultation a pour objet des prestations d'exécution d'une activité de support téléphonique de premier niveau du service consommateurs Energie-Info et de mise en place, d'exploitation et de maintenance d'un serveur vocal interactif, portail d'accueil du service consommateurs Energie-Info.

II.2.5. Award criteria

Quality criterion - Name: Valeur technique de l'offre / 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

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 199-483782](#)

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: 06-2019

Title:

Externalisation du centre d appels et exploitation du serveur vocal interactif

A contract/lot is awarded: yes

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

09/03/2020

V.2.2. Information about tenders

Number of tenders received: 11

The contract has been awarded to a group of economic operators: yes

V.2.3. Name and address of the contractor

Official name: Armatis LC France

National registration number: 499 388 999 00033

Postal address: 58 avenue Edouard Vaillant — Immeuble Upwest

Town: Boulogne-Billancourt

NUTS code: FR105 Hauts-de-Seine

Postal code: 92100

Country: France

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

The contractor is an SME: no

V.2.3. Name and address of the contractor

Official name: Armatis Île-de-France

National registration number: 484 717 459 00024

Postal address: 34 avenue de l'Europe — Immeuble Energy IV

Town: Vélizy-Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

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

The contractor is an SME: no

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

Lowest offer: 324 214,00 EUR / Highest offer: 1 361 168,00 EUR taken into consideration

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

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 Cedex 04

Postal code: 75181

Country: France
E-mail: greffe.ta-paris@juradm.fr
Telephone: +33 144594400
Fax: +33 144594646

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

Official name: Greffe du tribunal administratif de Paris
Postal address: 7 rue de Jouy
Town: Paris Cedex 04
Postal code: 75181
Country: France
E-mail: greffe.ta-paris@juradm.fr
Telephone: +33 144594400
Fax: +33 144594646

VI.5. Date of dispatch of this notice

02/04/2020