

France-Athis-Mons: Helpdesk and support services
OJ S 65/2022 01/04/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: medde / dgac / scn / ssim

Postal address: 1 rue Georges pelletier d'aisy

Town: Athis Mons

NUTS code: FR104 Essonne

Postal code: 91200

Country: France

E-mail: Pmi-dgac.dnum-bf@aviation-civile.gouv.fr

Telephone: +33 169846001

Fax: +33 169846003

Internet address(es):

Main address: <https://www.marches-publics.gouv.fr>

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Other activity: Transport aérien

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

assistance technique auprès des utilisateurs et des exploitants de la DGAC

Reference number: SSIM_2021_0004

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

les prestations attendues dans le cadre de cet accord-cadre se caractérisent par des renforts techniques sur site des personnels du titulaire. Ces prestations sont identiques pour tous les lots. Prestation 1 : mission de support aux utilisateurs Prestation 2 : missions complémentaires (unité d'oeuvre)

II.1.6.

Information about lots

This contract is divided into lots: yes

II.1.7. Total value of the procurement

Value excluding VAT: 10 249 998,00 EUR

II.2. Description

II.2.1. Title

sir Grand Paris

Lot No: 1

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FR101 Paris

NUTS code: FR107 Val-de-Marne

Main site or place of performance: voir règlement de consultation

II.2.4. Description of the procurement

départements d'intervention :75 Paris - 94 Val-De-Marne

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Nord

Lot No: 2

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRB Centre - Val de Loire

NUTS code: FRB06 Loiret

NUTS code: FRF23 Marne

NUTS code: FR1 Ile-de-France

II.2.4. Description of the procurement

départements d'intervention :27 Eure - 45 Loiret - 51 Marne - 59 Nord - 60 Oise - 62 Pas-De-Calais - 75 Paris - 77 Seine-Et-Marne - 78 Yvelines - 80 Somme - 91 Essonne - 93 Seine-Saint-Denis - 94 Val-De-Marne - 95 Val-D'Oise

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Ouest

Lot No: 3

II.2.2. Additional CPV code(s)

72230000 Custom software development services

II.2.3. Place of performance

NUTS code: FRD11 Calvados

NUTS code: FRH02 Finistère

NUTS code: FRH03 Ille-et-Vilaine

NUTS code: FRB04 Indre-et-Loire

II.2.4. Description of the procurement

départements d'intervention :14 Calvados - 18 Cher - 29 Finistère - 35 Ille-Et-Vilaine - 36 Indre - 37 Indre-Et-Loire - 44 Loire Atlantique - 76 Seine Maritime

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Sud-Ouest

Lot No: 4

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRI32 Charente-Maritime

NUTS code: FRI11 Dordogne

NUTS code: FRI12 Gironde

NUTS code: FRI34 Vienne

II.2.4. Description of the procurement

départements d'intervention :17 Charente-Maritime - 24 Dordogne - 33 Gironde - 36 Indre - 64 Pyrénées Atlantiques - 86 Vienne

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Sud

Lot No: 5

II.2.2. Additional CPV code(s)

72250000 System and support services

II.2.3. Place of performance

NUTS code: FRI21 Corrèze

NUTS code: FRD11 Calvados

NUTS code: FRJ23 Haute-Garonne

NUTS code: FRI34 Vienne

II.2.4. Description of the procurement

départements d'intervention :11 Aude - 12 Aveyron - 19 Corrèze - 31 Haute Garonne - 47 Lot-Et-Garonne - 65 Hautes Pyrénées - 87 Haute-Vienne

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Sud-Est
Lot No: 6

II.2.2. Additional CPV code(s)

72230000 Custom software development services

II.2.3. Place of performance

NUTS code: FRL03 Alpes-Maritimes
NUTS code: FRL04 Bouches-du-Rhône
NUTS code: FRM01 Corse-du-Sud
NUTS code: FRM02 Haute-Corse

II.2.4. Description of the procurement

départements d'intervention :06 Alpes Maritimes - 13 Bouches-Du-Rhône - 2a Corse-Du-Sud -
2b Haute Corse - 30 Gard - 34 Hérault - 66 Pyrénées Orientales - 84 Vaucluse

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40
Quality criterion - Name: Présentation de l'offre / Weighting: 10
Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Centre-Est
Lot No: 7

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRK14 Puy-de-Dôme
NUTS code: FRK24 Isère
NUTS code: FRK28 Haute-Savoie
NUTS code: FRK27 Savoie

II.2.4. Description of the procurement

départements d'intervention :38 Isère - 42 Loire - 63 Puy-De-Dôme - 69 Rhône - 73 Savoie -
74 Haute Savoie

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

sir Est

Lot No: 8

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRC13 Saône-et-Loire

NUTS code: FRC22 Jura

NUTS code: FRF33 Moselle

NUTS code: FRF11 Bas-Rhin

II.2.4. Description of the procurement

départements d'intervention 21 Côte-D'Or - 39 Jura - 51 Marne - 57 Moselle - 67 Bas-Rhin -
68 Haut-Rhin - 71 Saône-Et-Loire

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

région Antilles-Guyane

Lot No: 9

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRY10 Guadeloupe

NUTS code: FRY2 Martinique

NUTS code: FRY3 Guyane

II.2.4. Description of the procurement

départements d'intervention 971 Guadeloupe - 972 Martinique - 973 Guyane

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

II.2. Description

II.2.1. Title

région Océan Indien

Lot No: 10

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services

II.2.3. Place of performance

NUTS code: FRY4 La Réunion

NUTS code: FRY5 Mayotte

II.2.4. Description of the procurement

départements d'intervention 974 La Réunion - 976 Mayotte

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Cost criterion - Name: Valeur financière / Weighting: 50

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

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: [2021/S 183-476476](#)

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: SSIM_2021_0004

Lot No: 1

Title:

assistance technique auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing

Postal address: 15 rue Paul Dautier

Town: Velizy Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: Gabriel.yoppa@cegedim.com

Telephone: +33 134583500

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: SSIM_2021_0004

Lot No: 2

Title:

assistance technique auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing

Postal address: 15 rue Paul Dautier

Town: Velizy Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: Gabriel.yoppa@cegedim.com

Telephone: +33 134583500

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 7 583 333,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: SSIM_2021_0004

Lot No: 3

Title:

assistance technique auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing

Postal address: 15 rue Paul Dautier

Town: Velizy Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: Gabriel.yoppa@cegedim.com

Telephone: +33 134583500

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: SSIM_2021_0004

Lot No: 4

Title:

assistance auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing
Postal address: 15 rue Paul Dautier
Town: Velizy Villacoublay
NUTS code: FR103 Yvelines
Postal code: 78140
Country: France
E-mail: Gabriel.yoppa@cegedim.com
Telephone: +33 134583500
Fax: +33 134583528
Internet address: <https://www.cegedim-outsourcing.fr>
The contractor is an SME: yes

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

Total value of the contract/lot: 666 667,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: SSIM_2021_0004

Lot No: 5

Title:

assistance auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4
Number of tenders received from SMEs: 1
Number of tenders received by electronic means: 4
The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing
Postal address: 15 rue Paul Dautier
Town: Velizy Villacoublay
NUTS code: FR103 Yvelines
Postal code: 78140
Country: France
E-mail: Gabriel.yoppa@cegedim.com
Telephone: +33 134583500
Fax: +33 134583528
Internet address: <https://www.cegedim-outsourcing.fr>
The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting**Section V: Award of contract**

Contract No: SSIM_2021_0004

Lot No: 6

Title:

assistance auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

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

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing

Postal address: 15 rue Paul Dautier

Town: Velizy Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: Gabriel.yoppa@cegedim.com

Telephone: +33 134583500

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting**Section V: Award of contract**

Contract No: SSIM_2021_0004

Lot No: 7

Title:

assistance auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2022

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourcing

Postal address: 15 rue Dautier

Town: Velizy Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: Gabriel.yoppa@cegedim.com

Telephone: +33 134583500

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting

Section V: Award of contract

Contract No: SSIM_2021_0004

Lot No: 8

Title:

assistance auprès des utilisateurs et des exploitants de la DGAC

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/02/2021

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: cegedim outsourc

Postal address: 15 rue Paul Dautier

Town: Velizy Villacoublay
NUTS code: FR10 Ile-de-France
Postal code: 78140
Country: France
E-mail: Gabriel.yoppa@cegedim.com
Telephone: +33 134583500
Fax: +33 134583528
Internet address: <https://www.cegedim-outsourcing.fr>
The contractor is an SME: yes

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

Total value of the contract/lot: 333 333,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

les lots 9 et 10 ont été déclarés sans suite

VI.4. Procedures for review

VI.4.1. Review body

Official name: tribunal administratif de Versailles
Postal address: 56 avenue de Saint-Cloud
Town: Versailles
Postal code: 78011
Country: France
E-mail: greffe.ta-versailles@juradm.fr
Telephone: +33 139205400
Fax: +33 139205487
Internet address: <https://www.marches-publics.gouv.fr>

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

Official name: mte/dgac/dnum (Direction du Numérique)
Postal address: 1 rue georges pelletier d'oisy
Town: Athis Mons
Postal code: 91200
Country: France
E-mail: Pmi-dgac.dnum-bf@aviation-civile.gouv.fr
Telephone: +33 169846001
Fax: +33 169846003

VI.5. Date of dispatch of this notice

29/03/2022