

France-Sainte-Marie: Telephone operator services

OJ S 97/2017 20/05/2017

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CAF de la Réunion

National registration number: 31463536800116

Postal address: 412 rue du Fleur de Jade — CS 61038

Town: Sainte-Marie-de-la-Reunion

NUTS code: FR94 Réunion

Postal code: 97833

Country: France

Contact person: Mme Vidot Marie Blanche

E-mail: gespro-marches.cafreunion@caf.cnafmail.fr

Telephone: +33 0262486260

Fax: +33 0262413716

Internet address(es):Main address: <http://www.caf.fr/>Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_Glh3oIRwbo&v=1&selected=0

[PCSLID=CSL_2017_Glh3oIRwbo&v=1&selected=0](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_Glh3oIRwbo)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_Glh3oIRwbo

[achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_Glh3oIRwbo](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2017_Glh3oIRwbo)

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Protection sociale

I.5. Main activity

Social protection

Section II: Object

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

Mise en place et gestion d'une plate-forme de réponse téléphonique de niveau 1 pour la CAF de la Réunion.

Reference number: AOO-01-2017

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Mise en place et gestion d'une plate-forme de réponse téléphonique de niveau 1 pour la CAF de la Réunion.

II.1.5. Estimated total value

Value excluding VAT: 560 000,00 EUR

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: FR94 Réunion

Main site or place of performance: La Réunion.

II.2.4. Description of the procurement

Mise en place et gestion d'une plate-forme de réponse téléphonique de niveau 1 pour la CAF de la Réunion.

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

Value excluding VAT: 560 000,00 EUR

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

Start: 01/01/2018 End: 31/12/2018

This contract is subject to renewal: yes

Description of renewals:

Maximum 2 fois.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Possibilité d'utilisation du système téléphonie de la caisse d'allocations familiales.

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:

- attestations de régularité fiscale et sociale,
- extrait d'inscription au registre du commerce,
- liste nominative des salaires étrangers,
- attestation sur l'honneur de non condamnation pour interdiction de participation aux marchés publics.

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Conditions d'exécution précisées au CCTP.

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: 29/06/2017 Local time: 10:00

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: 4 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 30/06/2017 Local time: 10:00

Place:

Sainte-Marie de la Réunion.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Saint-Denis de la Réunion

Postal address: 5 avenue André Malraux — champ Fleuri

Town: Saint-Denis

Postal code: 97490

Country: France

Telephone: +33 0262402345

VI.5. Date of dispatch of this notice

17/05/2017