

France-Saint-Denis: Call centre
OJ S 75/2021 19/04/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence nationale de sécurité du médicament et des produits de santé

Postal address: 143/147 boulevard Anatole France

Town: Saint-Denis Cedex

NUTS code: FR106 Seine-Saint-Denis

Postal code: 93285

Country: France

E-mail: marchespublics@ansm.sante.fr

Telephone: +33 155873000

Internet address(es):

Main address: <http://ansm.sante.fr/>

Address of the buyer profile: <https://www.marches-publics.gouv.fr/?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=690812&orgAcronyme=h8j>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Health

Section II: Object

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

Mise en place et gestion d'un centre d'appels pour le compte de l'ANSM

Reference number: 2021D14

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Mise en place et gestion d'un centre d'appels pour le compte de l'ANSM.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 1 529 732,00 EUR

II.2. Description**II.2.2. Additional CPV code(s)**

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR106 Seine-Saint-Denis

Main site or place of performance: ANSM, 143/147 boulevard Anatole France, 93200 Saint-Denis.

II.2.4. Description of the procurement

Mise en place et gestion d'un centre d'appels pour le compte de l'ANSM.

II.2.5. Award criteria

Quality criterion - Name: Architecture téléphonique et organisation du centre d'appels /

Weighting: 40

Quality criterion - Name: Moyens humains aux prestations (qualification du personnel, etc.) /

Weighting: 20

Price - Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

L'ANSM se réserve la possibilité de confier au titulaire du marché public, en application de l'article R. 2122-7 du code de la commande publique, des marchés ayant pour objet la réalisation de prestations similaires à celles qui lui sont confiées au titre du présent marché public dans le cadre d'un marché sans publicité ni mise en concurrence préalables.

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 008-014297](#)

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: 2021D14

Title:

Mise en place et gestion d'un centre d'appels pour le compte de l'ANSM

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

13/04/2021

V.2.2. Information about tenders

Number of tenders received: 2

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

V.2.3. Name and address of the contractor

Official name: Sitel

Postal address: 50 boulevard Haussmann

Town: Paris

NUTS code: FR101 Paris

Postal code: 75009

Country: France

Internet address: <https://www.sitel.com/fr/>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 1 667 000,00 EUR

Total value of the contract/lot: 1 529 732,00 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 administratif de Montreuil-sous-Bois

Postal address: 7 rue Catherine Puig (niveau 206, rue de Paris)

Town: Montreuil Cedex

Postal code: 93558

Country: France

E-mail: Greffes.ta-montreuil@juradm.fr

Telephone: +33 149202000

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

Référé contractuel de 31 jours à compter de la publication d'un avis d'attribution du contrat au joue (CJA, articles L. 511-13 et s.).

Recours en contestation de validité du contrat «Tarn-et-Garonne» dans un délai de deux mois à compter des mesures de publicité appropriées.

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

Official name: Tribunal administratif de Montreuil-sous-Bois

Postal address: 7 rue Catherine Puig (niveau 206, rue de Paris)

Town: Montreuil Cedex

Postal code: 93558

Country: France

VI.5. Date of dispatch of this notice

14/04/2021