

France-Paris: 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: ANTAI
Postal address: BP 60009
Town: Paris Cedex 14
NUTS code: FR France
Postal code: 75660
Country: France
Contact person: Antai-marches@interieur.gouv.fr
E-mail: antai-marches@interieur.gouv.fr
Telephone: +33 187044517

Internet address(es):

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

I.4. Type of the contracting authority

National or federal agency/office

I.5. Main activity

General public services

Section II: Object

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

Centre de ressources et de contacts de l'ANTAI
Reference number: ANTAI-AOO-04-2020

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Le centre de ressources et de contacts de l'ANTAI est opérationnel depuis la création de l'agence. Il assure la relation directe avec les usagers, mais également les professionnels ou autres entités publiques et institutionnels comme les collectivités territoriales. Il a notamment en charge:

- l'information des usagers et l'appui à l'utilisation des services en ligne;
- l'assistance fonctionnelle et technique auprès des collectivités territoriales;

- la formalisation et la qualification des contacts;
- l'amélioration des procédures d'information et de communication;
- la remontée des problèmes rencontrés par les usagers;
- l'élaboration et le suivi des indicateurs de performance et de son activité dans le cadre du pilotage du marché.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 13 178 095,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79311210 Telephone survey services, 48512000 Interactive voice response software package

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: Rennes

II.2.4. Description of the procurement

Les prestations attendues sont les suivantes:

- prestation 1: reprise et montée en compétence;
- prestation 2: traitement des appels entrants;
- prestation 3: traitement des courriels;
- prestation 4: formation aux équipes de la trésorerie du contrôle automatisé sur l'outil mis en place par le titulaire;
- prestation 5: base commune de connaissance;
- prestation 6: accessibilité,
- prestation 7: nouveaux canaux numériques,
- prestation 8: modernisation et simplification des SVI;
- prestation 9: Transférabilité.

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

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: [2020/S 212-518071](#)

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

Title:

Centre de ressources et de contacts de l'ANTAI

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

15/03/2021

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: Tessi documents services

Postal address: 116 rue de Silly

Town: Boulogne-Billancourt

NUTS code: FR105 Hauts-de-Seine

Postal code: 92100

Country: France

Internet address: <http://www.tessi.eu>

The contractor is an SME: no

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

Total value of the contract/lot: 13 178 095,00 EUR

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

Postal code: 75004

Country: France

E-mail: greffe.ta@juradmin.fr

Telephone: +33 144594400

Fax: +33 144594646

Internet address: <http://www.paris.tribunal-administratif.fr>

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

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

E-mail: greffe.ta@juradmin.fr

Telephone: +33 144594400

Fax: +33 144594646

Internet address: <http://www.paris.tribunal-administratif.fr>

VI.5. Date of dispatch of this notice

14/04/2021