

France-Paris: Call centre
OJ S 66/2023 03/04/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: AFDAS PARIS 20

National registration number: 78471400800165

Postal address: 66 rue Stendhal

Town: Paris

NUTS code: FR France

Postal code: 75020

Country: France

Contact person: Lauriane Arondel

E-mail: L.arondel@afdas.com

Internet address(es):

Main address: <http://www.afdas.com>

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_2023_GuKsBNlaDY

[PCSLID=CSL_2023_GuKsBNlaDY](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_GuKsBNlaDY)

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_2023_GuKsBNlaDY

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_J5N24gN5Qr

[PCSLID=CSL_2023_J5N24gN5Qr](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_J5N24gN5Qr)

I.4. Type of the contracting authority

Other type: Association

I.5. Main activity

Other activity: Opérateur de Compétences

Section II: Object

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

Externalisation de la Prise d'Appel

Reference number: 2022_75_Externalisation De La Prise D'Appel

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

L'Afdas souhaite externaliser ses appels entrants

II.1.5. Estimated total value**II.1.6. Information about lots**

This contract is divided into lots: no

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

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: FRANCE

II.2.4. Description of the procurement

L'Afdas souhaite externaliser la prise d'appel entrants

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

Duration in months: 24

This contract is subject to renewal: no

II.2.10. Information about variants

Variants will be accepted: no

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**

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement
Framework agreement with a single operator

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5. Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 12/05/2023 Local time: 18:00

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

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 Paris

Postal address: Parvis du tribunal de

Town: Paris

Postal code: 75017

Country: France

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

VI.5. Date of dispatch of this notice

29/03/2023