

France-Cergy-Pontoise: Call centre
OJ S 80/2021 26/04/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Val-d'Oise habitat

Postal address: 1 avenue de la Palette — CS 20716

Town: Cergy-Pontoise Cedex

NUTS code: FR108 Val-d'Oise

Postal code: 95031

Country: France

E-mail: marches@valdoisehabitat.fr

Telephone: +33 134416464

Internet address(es):

Main address: <https://www.valdoisehabitat.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?](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_b4W4Oivqnd)

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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_2021_b4W4Oivqnd

I.4. Type of the contracting authority

Other type: Office public d'habitat

I.5. Main activity

Housing and community amenities

Section II: Object

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

Centre d'appel externalisé

Reference number: CENTREAPPEL21

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'appel externalisé pour les appels de jour, pendant les heures ouvrées, à destination des publics de Val-d'Oise habitat (estimation nombre d'appels annuels: 75 000).

II.1.5. Estimated total value

Value excluding VAT: 700 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR108 Val-d'Oise

NUTS code: FR France

II.2.4. Description of the procurement

Mise en place et gestion d'un centre d'appel externalisé pour les appels de jour, pendant les heures ouvrées, à destination des publics de Val-d'Oise habitat.

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: 700 000,00 EUR

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

Duration in months: 42

This contract is subject to renewal: yes

Description of renewals:

Deux reconductions possibles à l'issue de la période initiale de 18 mois.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Se référer au cahier des charges: deux variantes et trois options sont demandées.

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

Le marché intègre la possibilité de conclure de nouveaux marchés pour des prestations similaires (article R. 2122-7 CCP).

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: 27/05/2021 Local time: 15:00

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.2.7. Conditions for opening of tenders

Date: 27/05/2021 Local time: 17:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Si le marché est reconduit, le prochain appel d'offres sera publié au 2e semestre 2024.

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administratif de Pontoise

Postal address: 2 boulevard de l'Hautil

Town: Cergy

Postal code: 95000

Country: France

E-mail: Grefte.ta-cergy-pontoise@juradm.fr

Internet address: <http://cergy-pontoise.tribunal-administratif.fr/>

VI.5. Date of dispatch of this notice

21/04/2021