

**France-Caen: Telephone operator services**  
**OJ S 86/2021 04/05/2021**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: Ars de Basse Normandie

Postal address: 2 place Jean Nouzille

Town: Caen

NUTS code: FRD Normandie

Postal code: 14000

Country: France

E-mail: [Ars-normandie-achats@ars.sante.fr](mailto:Ars-normandie-achats@ars.sante.fr)

Telephone: +33 232183218

**Internet address(es):**

Main address: <http://www.ars.normandie.sante.fr>

**I.4. Type of the contracting authority**

Other type: Établissement public de santé

**I.5. Main activity**

Health

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**Section II: Object**

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

**II.1.1. Title**

Mise en place d'une plate-forme téléphonique régionale permettant de réaliser des prises de rendez-vous pour la vaccination Covid-19

Reference number: 2021-06

**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 d'une plate-forme téléphonique régionale permettant de réaliser des prises de rendez-vous pour la vaccination Covid-19.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7.**

## **Total value of the procurement**

Value excluding VAT: 2 400 000,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

79511000 Telephone operator services

#### **II.2.3. Place of performance**

NUTS code: FRD Normandie

Main site or place of performance: Normandie.

#### **II.2.4. Description of the procurement**

Mise en place d'une plate-forme téléphonique régionale permettant de réaliser des prises de rendez-vous pour la vaccination Covid-19.

#### **II.2.5. Award criteria**

Quality criterion - Name: Moyens personnels / Weighting: 20

Quality criterion - Name: Présentation de l'organisation / Weighting: 60

Price - Weighting: 40

#### **II.2.11. Information about options**

Options: yes

Description of options:

Le pouvoir adjudicateur peut négocier avec le titulaire, sans publicité préalable et sans mise en concurrence, un marché de prestations similaires en application de l'article R. 2122-7 du code de la commande publique sans que celui-ci n'excède 50 % du montant du marché principal.

#### **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**

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#### **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 030-073576](#)

##### **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

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**Contract No:** 2021-06

**Title:**

Mise en place d'une plate-forme téléphonique régionale permettant de réaliser des prises de rendez-vous pour la vaccination Covid-19

A contract/lot is awarded: yes

#### V.2. Award of contract

##### V.2.1. Date of conclusion of the contract

01/04/2021

##### V.2.2. Information about tenders

Number of tenders received: 11

The contract has been awarded to a group of economic operators: yes

##### V.2.3. Name and address of the contractor

Official name: Armatis France

Postal address: 58 avenue Edouard Vaillant, Immeuble Upwest

Town: Boulogne-Billancourt

NUTS code: FR105 Hauts-de-Seine

Postal code: 92100

Country: France

Internet address: <https://www.armatis.com/>

The contractor is an SME: no

##### V.2.3. Name and address of the contractor

Official name: Armatis Nord

Postal address: 50 rue François Jacob

Town: Calais

NUTS code: FR France

Postal code: 62100

Country: France

Internet address: <https://www.armatis.com/>

The contractor is an SME: no

##### V.2.3. Name and address of the contractor

Official name: Armatis Villeneuve-d'Ascq

Postal address: 30 avenue Halley

Town: Villeneuve D'Ascq

NUTS code: FR France

Postal code: 59650

Country: France

Internet address: <https://www.armatis.com/>

The contractor is an SME: no

##### V.2.3.

**Name and address of the contractor**

Official name: Armatis Normandie  
Postal address: 10 rue de la Girafe — ZI Mont Coco  
Town: Caen  
NUTS code: FRD Normandie  
Postal code: 14050  
Country: France  
Internet address: <https://www.armatis.com/>  
The contractor is an SME: no

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

Total value of the contract/lot: 600 000,00 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: Tribunal administratif  
Postal address: 3 rue Arthur le Duc  
Town: Caen Cedex 4  
Postal code: 14050  
Country: France  
E-mail: [greffe.ta-caen@juradm.fr](mailto:greffe.ta-caen@juradm.fr)  
Internet address: <http://caen.tribunal-administratif.fr/>

**VI.4.2. Body responsible for mediation procedures**

Official name: Comité consultatif interrégional de règlement amiable des litiges relatifs aux marchés publics de Nantes — préfecture de région — Secrétariat général pour les affaires régionales (SGAR) bureau de la coordination interministérielle  
Postal address: 6 quai Ceineray — BP 33515  
Town: Nantes Cedex 1  
Postal code: 44035  
Country: France

**VI.5. Date of dispatch of this notice**

29/04/2021