

France-Paris: Call centre
OJ S 76/2023 18/04/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: gip sne
Postal address: 7 rue biscornet
Town: Paris
NUTS code: FR101 Paris
Postal code: 75012
Country: France
Contact person: FLORIAN CLIMENT
E-mail: Commandepublique@gip-sne.fr
Telephone: +33 615532224

Internet address(es):

Main address: <https://www.ecologie.gouv.fr/>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/?page=Entreprise>.

[EntrepriseAdvancedSearch&AllCons&id=2278551&orgAcronyme=d4t](https://www.marches-publics.gouv.fr/?page=Entreprise)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.gouv.fr/?page=Entreprise>.

[EntrepriseAdvancedSearch&AllCons&id=2278551&orgAcronyme=d4t](https://www.marches-publics.gouv.fr/?page=Entreprise)

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

prestations d'assistance multicanale aux usagers du systeme national d'enregistrement de la demande de logement social (support de niveau 1)

Reference number: 2023-04

II.1.2. Main CPV code

79512000 Call centre

II.1.3.

Type of contract

Services

II.1.4. Short description

prestations d'assistance multicanale aux usagers du systeme national d'enregistrement de la demande de logement social (support de niveau 1)

II.1.5. Estimated total value

Value excluding VAT: 7 000 000,00 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: FR101 Paris

II.2.4. Description of the procurement

prestations d'assistance multicanale aux usagers du système national d'enregistrement de la demande de logement social (support de niveau 1)

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: 48

This contract is subject to renewal: yes

Description of renewals:

voir le CCAP

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:
voir le RC

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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
Framework agreement with a single operator

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: 22/05/2023 Local time: 12:00

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

IV.2.7. Conditions for opening of tenders

Date: 22/05/2023 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes
Estimated timing for further notices to be published:
le cas échéant

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: Grefe.ta-paris@juradm.fr

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

VI.5. Date of dispatch of this notice

13/04/2023