

France-Avelin: Call centre
OJ S 121/2017 28/06/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Sigmap

National registration number: 53843527200017

Postal address: 66 rue de Lille

Town: Avelin

NUTS code: FR302 Pas-de-Calais

Postal code: 59710

Country: France

E-mail: calderoni.marielle@sigmap.msa.fr

Telephone: +33 149631790

Fax: +33 320165699

Internet address(es):

Main address: <http://www.msa.fr/lfr>

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.4. Type of the contracting authority

Other type: Autre organisme public

I.5. Main activity

Other activity: Traitement de données informatiques et hébergement

Section II: Object

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

Centre d'appels 2017.

Reference number: SIGMAP 2017 001 AOO

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Fourniture pour la prestation d'externalisation du Centre d'appels du Sigmap.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 201 809,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

NUTS code: FR3 NORD - PAS-DE-CALAIS

NUTS code: FR22 Picardie

Main site or place of performance: Exécution des prestations réalisée chez le prestataire retenu.

II.2.4. Description of the procurement

Fourniture pour la prestation d'externalisation du Centre d'appels du Sigmap: réception des appels téléphoniques et des mails utilisateurs; Enregistrement dans l'outil de ticketing Solau; Affectation, relance des tickets selon les modes opératoires prédéfinis par Sigmap; Gouvernance de la prestation.

II.2.5. Award criteria

Quality criterion - Name: Qualité et valeurs techniques de la réponse / Weighting: 50

Quality criterion - Name: Mise en place d'une démarche de RSE / Weighting: 5

Price - Weighting: 45

II.2.11. Information about options

Options: yes

Description of options:

Possibilité de conclure un avenant pour une prolongation du marché.

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2017/S 023-039550](#)

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

Contract No: SIGMAP 2017-001 AOO

Title:

Fourniture pour la prestation d'externalisation du Centre d'appels du Sigmap: réception des appels téléphoniques et des mails utilisateurs; Enregistrement dans l'outil de ticketing Solau

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

31/05/2017

V.2.2. Information about tenders

Number of tenders received: 1

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

V.2.3. Name and address of the contractor

Official name: Proservia

National registration number: 39402693400429

Postal address: 3 rue Ernest Renan

Town: Nanterre Cedex

NUTS code: FR105 Hauts-de-Seine

Postal code: 92723

Country: France

Internet address: <http://www.proservia.fr/>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 585 612,00 EUR

Total value of the contract/lot: 201 809,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Lille

Postal address: 13 avenue du Peuple Belge, BP 759

Town: Lille Cedex

Postal code: 59034

Country: France

Internet address: <https://lannuaire.service-public.fr/hauts-de-france/nord/tgi-59350-01>

VI.5.

Date of dispatch of this notice

23/06/2017