

F-Paris: call centre
OJ S 156/2012 16/08/2012
Contract award notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: CRAMIF
Postal address: 17-19 avenue de Flandre
Town: Paris Cedex 19
Postal code: 75954
Country: France
Contact person: SIAM (cellule technique)
For the attention of: M. Keravec Alain
E-mail: alain.keravec@cramif.cnamts.fr
Telephone: +33 140053029
Internet address(es):
Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.2. Type of the contracting authority

Other

I.3. Main activity

Social protection

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title

Externalisation de l'accueil téléphonique du centre médical Stalingrad.

II.1.2. Type of contract and place of performance or delivery

Services
Service category No 27: Other services
NUTS code

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)

II.1.4. Short description of the contract or purchase(s)

Externalisation de l'accueil téléphonique du centre médical Stalingrad démarrage des prestations prévu en avril-mai 2012. Marché d'un an renouvelable tacitement 3 fois maximum. NB: le marché étant dévolu selon une procédure négociée, les candidats doivent fournir dans un premier temps les documents administratifs demandés. Si leur candidature est retenue, ils recevront, dans un deuxième temps, une lettre de consultation avec l'ensemble du DCE (cahier des charges).

II.1.5. CPV code(s)

79512000 Call centre

II.1.6. Information about the Government Procurement Agreement (GPA)**II.2. Total value of the contract/lot****II.2.1. Total value of the contract/lot**

Value: 860 000 EUR

Including VAT. VAT rate (%) 19,60

Section IV: Procedure

IV.1. Type of procedure**IV.1.1. Type of procedure**

Negotiated with a call for competition

IV.2. Award criteria**IV.2.1. Award criteria**

The most economically advantageous tender in terms of

1. prix. Weighting 50

2. valeur technique (mémoire: 20 et annexe technique: 20). Weighting 40

3. qualité. Weighting 10

IV.2.2. Information about electronic auction**IV.3. Administrative information****IV.3.1. File reference number attributed by the contracting authority**

MN 032 2011CMS EXT ACCUEIL TEL

IV.3.2. Previous publication concerning this procedure**Contract notice**

Notice number in the OJ S: [2011/S 225-365582](#) of 23.11.2011

Section V: Award of contract

Contract No: 2012030

Lot No: 1

- Lot title: Externalisation de l'accueil téléphonique du centre médical Stalingrad.

V.1. Date of conclusion of the contract

13.6.2012

V.2. Information about tenders

Number of tenders received: 10

V.3. Name and address of the contractor

Official name: APPEL 24/24

Postal address: 48 boulevard des Coquibus

Town: Evry Cedex

Postal code: 91025

Country: France

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.2. Additional information

Annonce n° 421, BOAMP 226 B du 23.11.2011.

Date d'envoi du présent avis au JOUE et au BOAMP: 10.8.2012.

VI.3. Procedures for review

VI.3.1. Review body

Official name: Tribunal de grande instance

Postal address: 4 boulevard du Palais

Town: Paris Cedex 01

Postal code: 75055

Country: France

Telephone: +33 144325151

Fax: +33 144327856

VI.3.2. Review procedure

Precise information on deadline(s) for review procedures: Recours contactuel: 31 jours suivant la publication de l'avis d'attribution (art 1441-3 du code de procédure civile) faite par la Caisse régionale d'assurance maladie d'Ile de France.

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

10.8.2012