

France-Paris: Business services: law, marketing, consulting, recruitment, printing and security

OJ S 165/2014 29/08/2014

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Ubifrance

Postal address: 77 boulevard Saint-Jacques

Town: Paris Cedex 14

Postal code: 75998

Country: France

For the attention of: A. Dronne

E-mail: achats@ubifrance.fr

Telephone: +33 140733013

Fax: +33 140733147

Internet address(es):

General address of the contracting authority: <http://www.ubifrance.fr>

Address of the buyer profile: <http://marches-publics.gouv.fr>

Additional information can be obtained from:

the abovementioned address

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the abovementioned address

Tenders or requests to participate must be submitted: the abovementioned address

I.2. Type of the contracting authority

Body governed by public law

I.3. Main activity

Other: Ubifrance, l'agence française pour le développement international des entreprises

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 attributed to the contract by the contracting authority

Appel d'offres "service client".

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

Services

NUTS code

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

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Le présent appel d'offres a pour objet une prestation de service client.

Les activités du service client sont réparties en 4 grands groupes :

- la gestion administrative quotidienne : création entités/contacts, mise à jour de la base de données, modifications de factures, archivage, accueil téléphonique interne et externe, etc,
- la saisie et la mise en paiement des bons de commande et d'engagement d'opérations collectives,
- l'ouverture des dossiers d'insatisfaction (réclamations clients),
- la gestion administrative des abonnements.

II.1.6. CPV code(s)

79000000 Business services: law, marketing, consulting, recruitment, printing and security

II.1.7. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.1.8. Lots

This contract is divided into lots: no

II.1.9. Information about variants

Variants will be accepted: no

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: CF DCE

II.2.3. Information about renewals

This contract is subject to renewal: no

II.3. Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

III.2.3. Technical and professional ability

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

N°14.08.01 AO SERVICE CLIENT

IV.3.2. Previous publication concerning this procedure

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

IV.3.4. Time limit for receipt of tenders or requests to participate

18.10.2014 - 12:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

French.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

Official name: Service achats Ubifrance

Postal address: 77 bd Saint-Jacques

Town: Paris

Postal code: 75998

Country: France

E-mail: achats@ubifrance.fr

Telephone: +33 140733013

VI.5. Date of dispatch of this notice

27.8.2014