

France-Paris: Customer services
OJ S 144/2017 29/07/2017
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Veolia EAU — compagnie générale des eaux

National registration number: 57202552610945

Postal address: 21 rue La Boétie

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

Contact person: Direction des achats France — M. Christophe Bonnin

E-mail: christophe.bonnin@veolia.com

Internet address(es):

Main address: <http://www.veolia.com/>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<http://www.veolia.com/>

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

Additional information can be obtained from another address:

Official name: Veolia EAU — compagnie générale des eaux

National registration number: 57202552610945

Postal address: 30 rue Madeleine Vionnet

Town: Aubervilliers

NUTS code: FR106 Seine-Saint-Denis

Postal code: 93300

Country: France

Contact person: Direction clientèle France — Margaux Dereux

E-mail: margaux.dereux@veolia.com

Internet address(es):

Main address: <http://www.veolia.com/>

I.6. Main activity

Water

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Prestation de service de gestion clientèle.

II.1.2. Main CPV code

79342300 Customer services

II.1.3. Type of contract

Services

II.1.4. Short description

Prise en charge d'une partie des contacts tous médias des clients Veolia Eau France.

II.1.5. Estimated total value**II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

II.2. Description**II.2.1. Title**

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 1

Lot No: 1

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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**II.2. Description**

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 2
Lot No: 2

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 2.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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**II.2. Description****II.2.1. Title**

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 3
Lot No: 3

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 3.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 4
Lot No: 4

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 4.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 5
Lot No: 5

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 5.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 6
Lot No: 6

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 6.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 7
Lot No: 7

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 7.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 8
Lot No: 8

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 8.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 9
Lot No: 9

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n°9.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 10
Lot No: 10

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 10.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 11
Lot No: 11

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 11.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 12
Lot No: 12

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 12.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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

II.2. Description

II.2.1. Title

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 13
Lot No: 13

II.2.2. Additional CPV code(s)

79342300 Customer services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Prise en charge de contacts tous médias des clients pour le périmètre géographique n° 13.

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: 32

This contract is subject to renewal: no

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged number of candidates: 10

II.2.10. Information about variants

Variants will be accepted: yes

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:

- dénomination sociale et adresse complète du candidat,
- nom de son représentant légal,
- forme juridique du candidat,
- extrait k-bis datant de moins de 3 mois,
- copie attestation d'assurance datant de moins de 3 mois,
- le candidat produira également à l'appui de sa candidature les renseignements concernant la situation juridique de l'entreprise tels que prévus dans l'ordonnance n° 2015-899 du 23.7.2015 relative aux marchés publics et de son décret n° 2016-360 du 25.3.2016 relatif aux marchés publics,
- les justificatifs et documents nécessaires (déclaration sur l'honneur) sont visés à l'article 48 du décret susvisé,
- déclarations sur l'honneur attestant que le candidat n'entre dans aucun des cas mentionnés à l'article 8 et 38 de l'ordonnance précitée,
- copie du ou des jugements prononcés si le candidat est en redressement judiciaire,
- les candidats peuvent également utiliser les formulaires DC1; DC2; DC4; ATTRI1 ou tout document équivalent.

III.1.2. Economic and financial standing

List and brief description of selection criteria:

- bilan et comptes de résultat des trois (3) dernières années,

- chiffre d'affaires concernant les fournitures, objet du marché, réalisés au cours des trois (3) derniers exercices,
- effectif de la société sur les trois (3) dernières années.

III.1.3. Technical and professional ability

List and brief description of selection criteria:

Présentation des certificats de capacité professionnelle, qualifications ou équivalents, et d'une liste de références de clients publics ou privés indiquant des prestations de même nature et importance réalisées au cours des 3 dernières années avec leur montant et la date d'exécution.

III.1.4. Objective rules and criteria for participation

List and brief description of rules and criteria:

- critères de sélection des candidatures: capacité professionnelle, technique et financière,
- les lettres de candidatures devront être adressées par voie électronique aux adresses suivantes:

margaux.dereux@veolia.com — copie nohra.bouazza@veolia.com avant la date indiquée en section IV.2.2).

III.1.8. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

Les groupements d'opérateurs économiques sont autorisés à se porter candidat. En cas d'attribution de marché à un groupement, celui-ci devra prendre la forme d'un groupement solidaire.

III.2. Conditions related to the contract

III.2.2. Contract performance conditions

Veolia Eau France se réserve le droit:

- d'attribuer les lots à un ou plusieurs candidats, selon la qualité des réponses,
- de ne retenir aucune offre sur un, plusieurs ou la totalité des lots.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 18/08/2017 Local time: 12:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 28/08/2017

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

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Paris

Postal address: 4 boulevard du Palais

Town: Paris

Postal code: 75001

Country: France

Telephone: +33 144325151

VI.4.4. Service from which information about the review procedure may be obtained

Official name: Tribunal de grande instance de Paris

Postal address: 4 boulevard du Palais

Town: Paris

Postal code: 75001

Country: France

Telephone: +33 144325151

VI.5. Date of dispatch of this notice

26/07/2017