

France-Paris: Call centre
OJ S 131/2018 11/07/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministère de l'économie, de l'industrie et de l'emploi

Postal address: 64 allée de Bercy, Télédoc 838

Town: Paris Cedex 12

NUTS code: FR France

Postal code: 75572

Country: France

E-mail: bureau.spib2b-achatsmarches@dgfip.finances.gouv.fr

Telephone: +33 153180501

Internet address(es):

Main address: <https://www.marches-publics.gouv.fr>

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

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

Mise en place de 2 cellules d'écoute psychologique destinées aux agents de la DGFIP

Reference number: SPIB-2B-2018-03

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Mise en place de 2 cellules d'écoute psychologique destinées aux agents de la DGFIP

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 598 015,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: France métropolitaine (Corse incluse) et DROM/COM

II.2.4. Description of the procurement

Mise en place de 2 cellules d'écoute psychologique destinées aux agents de la DGFIP

II.2.5. Award criteria

Quality criterion - Name: Organisation proposée pour la phase de mise en place du marché / Weighting: 5

Quality criterion - Name: Supports de communication proposés / Weighting: 5

Quality criterion - Name: Organisation, fonctionnement et dimensionnement des deux cellules d'écoute et plan de continuité d'activité / Weighting: 15

Quality criterion - Name: Modalités de prise en charge des appels / Weighting: 15

Price - Weighting: 60

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 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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 050-110848](#)

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: 1300135260

Lot No: 1

Title:

Marché relatif à la mise en place de 2 cellules d'écoute psychologique destinées aux agents de la DGFIP

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/06/2018

V.2.2. Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 5

Number of tenders received by electronic means: 5

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

V.2.3. Name and address of the contractor

Official name: Pros Consulte

Postal address: 10 B rue de Kerpape

Town: Larmor-Plage

NUTS code: FRH04 Morbihan

Postal code: 56260

Country: France

Internet address: <https://www.pros-consulte.com/>

The contractor is an SME: yes

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

Total value of the contract/lot: 598 015,00 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 administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

E-mail: greffe.ta-paris@juradm.fr

Telephone: +33 144594400

Fax: +33 144594646

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

VI.4.4.

Service from which information about the review procedure may be obtained

Official name: Bureau SPIB-2B à l'attention de la responsable du secteur politique achat et marchés publics

Postal address: 64 allée de Bercy — bâtiment Sully — pièce 755R

Town: Paris Cedex 12

Postal code: 75572

Country: France

E-mail: aurelie.anger@dgfip.finances.gouv.fr

Telephone: +33 153180031

VI.5. Date of dispatch of this notice

09/07/2018