

France-Paris: Telephone survey services
OJ S 107/2022 03/06/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: ministère Economie Industrie 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

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

prestation de campagnes d'appels mystère visant à mesurer le respect des engagements téléphoniques " Services publics + " par les services de la Dgfip

Reference number: SPIB-2B-2021-10

II.1.2. Main CPV code

79311210 Telephone survey services

II.1.3. Type of contract

Services

II.1.4. Short description

prestation de campagnes d'appels mystère visant à mesurer le respect des engagements téléphoniques " Services publics + " par les services 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: 142 400,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79311210 Telephone survey services

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

la prestation comprend :- d'une part, la réalisation annuelle de deux campagnes d'appels mystère organisées sur une durée de 3 semaines durant les périodes suivantes : - juin-juillet pour la 1ère campagne ; - septembre-octobre pour la 2nde campagne.- et, d'autre part, la production de livrables. Le périmètre du présent marché couvre l'ensemble du territoire national : France métropolitaine et les cinq (5) départements et régions d'outre-mer (Drom). Le présent accord-cadre est conclu en application des articles R. 2162-1, R. 2162-4 2°, R. 2162-6 et R. 2162-13 à R. 2162-14 du CCP sans minimum en quantité ou en valeur et avec un maximum uniquement en quantité

II.2.5. Award criteria

Quality criterion - Name: Valeur technique de l'offre / Weighting: 40

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: [2021/S 250-662573](#)

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: SPIB-2B-2021-10

Lot No: 1

Title:

appel d'offres ouvert relatif à une prestation de campagnes d'appels mystère visant à mesurer le respect des engagements téléphoniques "Service Publics +" par les services de la Dgfiip

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

19/05/2022

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 6

Number of tenders received by electronic means: 7

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

V.2.3. Name and address of the contractor

Official name: aesatis

Postal address: zi L'Anjoly 79 bis Avenue de l'europe

Town: Vitrolles

NUTS code: FRL0 Provence-Alpes-Côte d'Azur

Postal code: 13127

Country: France

E-mail: Contact@aesatis.com

Telephone: +33 442462088

Internet address: <https://aesatis.fr/>

The contractor is an SME: no

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

Total value of the contract/lot: 142 400,00 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
Telephone: +33 144594400
Fax: +33 144594646
Internet address: <http://paris.tribunal-administratif.fr/>

VI.4.2. Body responsible for mediation procedures

Official name: le Médiateur des entreprises
Postal address: 98 rue de Richelieu
Town: Paris
Postal code: 75002
Country: France
Internet address: <https://www.economie.gouv.fr/mediateur-des-entreprises>

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

Official name: dgfip - bureau Spib-2b -à l'attention de la responsable du secteur politique achat et marchés publics
Postal address: 64 allée de Bercy - bât Sully - pièce 753r
Town: Paris Cedex 12
Postal code: 75572
Country: France
E-mail: Stephanie.fretigny@dgfip.finances.gouv.fr
Telephone: +33 153180031

VI.5. Date of dispatch of this notice

30/05/2022