

**France-Athis-Mons: Helpdesk and support services**  
**OJ S 128/2019 05/07/2019**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: MEDDE/DGAC/SCN/SSIM  
Postal address: 1 rue Georges Pelletier d'Oisy  
Town: Athis-Mons  
NUTS code: FR104 Essonne  
Postal code: 91200  
Country: France  
E-mail: [Pmi-dgac.ssim-bf@aviation-civile.gouv.fr](mailto:Pmi-dgac.ssim-bf@aviation-civile.gouv.fr)  
Telephone: +33 169846001  
Fax: +33 169846003  
**Internet address(es):**  
Main address: <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**

Other activity: Ministère ou toute autre autorité nationale ou fédérale, y compris leurs subdivisions régionales ou locales

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**Section II: Object**

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

**II.1.1. Title**

Assistance technique auprès des utilisateurs et des exploitants de la DGAC  
Reference number: SSIM\_2018\_0013

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Le marché a pour objet d'assurer une assistance technique auprès des utilisateurs et des exploitants de la DGAC.

**II.1.6. Information about lots**

This contract is divided into lots: yes

### **II.1.7. Total value of the procurement**

Value excluding VAT: 4 886 851,00 EUR

## **II.2. Description**

### **II.2.1. Title**

Assistance à la DSI pour la réalisation de missions de support aux utilisateurs

Lot No: 1

### **II.2.2. Additional CPV code(s)**

72253000 Helpdesk and support services

### **II.2.3. Place of performance**

NUTS code: FR104 Essonne

Main site or place of performance: SSIM 1 rue Georges Pelletier d'Oisy 91200 Athis-Mons ou au siège de la DGAC 50 rue Henry Farman 75015 Paris.

### **II.2.4. Description of the procurement**

Prestation 1: missions de support aux utilisateurs;

prestation 2: prestations complémentaires;

Prestation 3: pilotage du marché.

### **II.2.5. Award criteria**

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Price - Weighting: 50

### **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**

Support de proximité aux utilisateurs DGAC sur site (hors DSI et hors sites sous convention DSI)

Lot No: 2

### **II.2.2. Additional CPV code(s)**

72253000 Helpdesk and support services

### **II.2.3. Place of performance**

NUTS code: FR10 Ile-de-France

### **II.2.4. Description of the procurement**

Prestation 1: missions d'assistance de support aux utilisateurs;

Prestation 2: prestations complémentaires.

### **II.2.5. Award criteria**

Quality criterion - Name: Valeur technique / Weighting: 40

Quality criterion - Name: Présentation de l'offre / Weighting: 10

Price - Weighting: 50

#### **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**

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#### **IV.1. Description**

##### **IV.1.1. Type of procedure**

Award of a contract without prior publication of a call for competition in the Official Journal of the European Union in the cases listed below

- No tenders or no suitable tenders/requests to participate in response to open procedure

Explanation:

La procédure utilisée était celle de l'appel d'offres ouvert.

— avis d'appel public à la concurrence au BOAMP n° 18-22981 du 20.2.2018,

— avis d'appel public à la concurrence au JOUE n° 2018/s 035-076431 du 20.2.2018 la date limite de remise des offres était fixée au 29.3.2018 à 12:00. Aucune offre n'a été reçue, le marché a été déclaré infructueux. Un avis de déclaration d'infructuosité a été publié au BOAMP n° 18-47134 le 7.4.2018, et au JOUE n° 2018/s068-151526 le 7.4.2018.

##### **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: yes

#### **IV.2. Administrative information**

##### **IV.2.1. Previous publication concerning this procedure**

Notice number in the OJ S: [2018/S 035-076431](#)

##### **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**

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**Contract No:** 2018\_02\_0013

**Lot No:** 1

**Title:**

Assistance à la DSI pour la réalisation de missions de support aux utilisateurs

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

17/12/2018

### **V.2.2. Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 2

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

### **V.2.3. Name and address of the contractor**

Official name: Cegedim outsourcing

National registration number: 30352918400085

Postal address: 15 rue Paul Dautier

Town: Vélizy-Villacoublay

NUTS code: FR103 Yvelines

Postal code: 78140

Country: France

E-mail: [Gabriel.yoppa@cegedim.com](mailto:Gabriel.yoppa@cegedim.com)

Telephone: +33 134583528

Fax: +33 134583528

Internet address: <https://www.cegedim-outsourcing.fr/>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 7 500 000,00 EUR

Total value of the contract/lot: 4 886 851,00 EUR

### **V.2.5. Information about subcontracting**

## **Section V: Award of contract**

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**Contract No:** 2018\_02\_0013

**Lot No:** 2

**Title:**

Support de proximité aux utilisateurs DGAC sur site (hors DSI et hors sites sous convention DSI)

A contract/lot is awarded: no

### **V.1. Information on non-award**

**The contract/lot is not awarded**

No tenders or requests to participate were received or all were rejected

## **Section VI: Complementary information**

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### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1.**

**Review body**

Official name: Tribunal administratif de Versailles

Postal address: 56 avenue de Saint-Cloud

Town: Versailles

Postal code: 78011

Country: France

E-mail: [Grefte.ta-versailles@juradm.fr](mailto:Grefte.ta-versailles@juradm.fr)

Telephone: +33 139205400

Fax: +33 139205487

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

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

Official name: medde/Dgac/Services des systèmes d'information et de la modernisation (SSIM)

Postal address: 1 rue Georges Pelletier d'Oisy

Town: Athis Mons

Postal code: 91300

Country: France

E-mail: [Pmi-dgac.ssim-bf@aviation-civile.gouv.fr](mailto:Pmi-dgac.ssim-bf@aviation-civile.gouv.fr)

Telephone: +33 169846001

Fax: +33 169846003

**VI.5. Date of dispatch of this notice**

03/07/2019