

France-Metz: Call centre  
OJ S 128/2020 06/07/2020  
Contract notice – utilities  
Services

**Legal Basis:**

Directive 2014/25/EU

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: SAEML-TAMM

National registration number: 538 567 793 00020

Postal address: 10 rue des Intendants Joba — CS 30009

Town: Metz Cedex 2

NUTS code: FRF33 Moselle

Postal code: 57063

Country: France

Contact person: Delphine Toussaint

E-mail: [Servicemarche@lemet.fr](mailto:Servicemarche@lemet.fr)

Telephone: +33 387310088

**Internet address(es):**

Main address: <https://www.lemet.fr>

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2020\\_QUCSnduBss](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_QUCSnduBss)

[PCSLID=CSL\\_2020\\_QUCSnduBss](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_QUCSnduBss)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2020\\_QUCSnduBss](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_QUCSnduBss)

[achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2020\\_QUCSnduBss](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_QUCSnduBss)

Electronic communication requires the use of tools and devices that are not generally

available. Unrestricted and full direct access to these tools and devices is possible, free of

charge, at: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2020\\_QUCSnduBss](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_QUCSnduBss)

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**I.6. Main activity**

Recreation, culture and religion

**Section II: Object**

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

Centre de relation client

Reference number: Consultation 2020-02

**II.1.2. Main CPV code**

79512000 Call centre

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

La SAEML-TAMM a en charge l'exploitation du réseau de transport urbain de l'agglomération de Metz Métropole (le Met'). Le marché a pour objet de confier à un centre de relation client les activités suivantes:

- information voyageurs: traitement des appels entrants des clients;
- requêtes clients: traitement des requêtes emails et téléphone;
- service de transport à la demande = gestion du service de réservation;
- service de transport de personnes à mobilité réduite = gestion du service de réservation.

### **II.1.5. Estimated total value**

Value excluding VAT: 1 000 000,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

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

79512000 Call centre

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

NUTS code: FRF33 Moselle

Main site or place of performance: Locaux du prestataire et siège social de la SAEML-TAMM.

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

Le centre de relation client devra répondre aux appels téléphoniques du lundi au vendredi de 7h00 à 20h00 et le samedi de 7h00 à 19h00. — Information voyageurs = 29 140 appels estimés par an — réclamations clients = 4 600 à traiter estimées par an — service de transport à la demande = 26 800 appels estimés par an — service de transport des personnes à mobilité réduite = 8 000 appels estimés par an.

### **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**

Value excluding VAT: 1 000 000,00 EUR

### **II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

Le marché pourra être renouvelé par tacite reconduction pour une période de 24 mois, sauf dénonciation par l'une ou l'autre des parties par lettre recommandée avec accusé réception, moyennant un préavis de six mois avant la date d'échéance.

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

Envisaged minimum number: 3

### **II.2.10. Information about variants**

Variants will be accepted: no

#### **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**

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#### **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:

Critères énoncés dans le règlement de la consultation.

##### **III.1.2. Economic and financial standing**

Selection criteria as stated in the procurement documents

##### **III.1.3. Technical and professional ability**

Selection criteria as stated in the procurement documents

##### **III.1.6. Deposits and guarantees required**

Le dossier de la consultation est consultable et téléchargeable gratuitement sur la plate-forme de dématérialisation: [www.achatpublic.com](http://www.achatpublic.com) — références consultation TAMM 2020-02.

##### **III.1.7. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them**

Les ressources mobilisées pour financer ce marché sont des ressources propres.

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

Les candidatures seules ou en groupement sont autorisées. En cas de groupement, les candidats sont informés que la forme du groupement solidaire sera obligatoire après l'attribution du marché.

### **Section IV: Procedure**

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#### **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: yes

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

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

Date: 20/07/2020 Local time: 16:00

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

Date: 28/07/2020

**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: 4 (from the date stated for receipt of tender)

**Section VI: Complementary information**

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**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 Nancy  
Postal address: Cité judiciaire — 27 rue du Général Fabvier  
Town: Nancy  
Postal code: 54035  
Country: France  
Telephone: +33 383908500  
Fax: +33 383274984  
Internet address: <http://www.justice.gouv.fr>

**VI.4.2. Body responsible for mediation procedures**

Official name: Tribunal de grande instance de Nancy  
Postal address: Cité judiciaire — 27 rue du Général Fabvier  
Town: Nancy  
Postal code: 54035  
Country: France  
Telephone: +33 383908500  
Internet address: <http://www.justice.gouv.fr>

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

Official name: Tribunal de grande instance de Nancy  
Postal address: Cité judiciaire — 27 rue du Général Fabvier  
Town: Nancy  
Postal code: 54035  
Country: France  
Telephone: +33 383908500  
Internet address: <http://www.justice.gouv.fr>

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

02/07/2020