

France-Metz: Call centre
OJ S 132/2020 10/07/2020
Contract notice
Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Metz Habitat Territoire
National registration number: 77999522400000010
Postal address: 10 rue du Chanoine Collin, BP 20725
Town: Metz Cedex 1
NUTS code: FRF33 Moselle
Postal code: 57012
Country: France
Contact person: www.marches-securises.fr
E-mail: marches@metz-habitat-territoire.fr
Telephone: +33 387750340
Fax: +33 387370240
Internet address(es):
Main address: <http://metz-habitat-territoire.fr>
Address of the buyer profile: www.marches-securises.fr

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.marches-securises.fr
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Logement social

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Mise en place d'un Centre de la relation client (CRC) externalisé

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Mise en place d'un Centre de la relation client (CRC) externalisé pour l'OPH Metz Métropole.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: FRF33 Moselle

II.2.4. Description of the procurement

Mise en place d'un Centre de la relation Clients (CRC) externalisé pour l'OPH Metz Métropole.

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: 24

This contract is subject to renewal: yes

Description of renewals:

Le marché sera reconductible pour une durée de 24 mois, sans pouvoir dépasser au total 48 mois.

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

Envisaged number of candidates: 5

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

III.1. Conditions for participation

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.2. Conditions related to the contract

III.2.1. Information about a particular profession

Execution of the service is reserved to a particular profession Reference to the relevant law, regulation or administrative provision:

La prestation est réservée à des professionnels spécialisés dans la gestion de plate-forme, centre d'appels, avec tous les moyens nécessaires (personnel, matériel, y compris multicanal, etc.

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Competitive dialogue

IV.1.3. Information about a framework agreement or a dynamic purchasing system

IV.1.4. Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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: 31/08/2020 Local time: 12:00

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

Date: 07/09/2020

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

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

À l'échéance du présent marché soit courant 2024.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administratif de Strasbourg

Postal address: BP 1038

Town: Strasbourg

Postal code: 67070
Country: France
E-mail: greffe.ta-strasbourg@juradm.fr
Telephone: +33 388212323
Fax: +33 388364466

VI.4.2. Body responsible for mediation procedures

Official name: Comité consultatif interrégional de règlement amiable des litiges relatifs aux marchés publics

Postal address: 1 rue du Préfet Érignac

Town: Nancy Cedex

Postal code: 54038

Country: France

Telephone: +33 383342523

Fax: +33 383342224

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

Official name: Tribunal administratif de Strasbourg

Town: Strasbourg

Country: France

VI.5. Date of dispatch of this notice

08/07/2020