

France-Les Abymes: Supply services of office personnel
OJ S 148/2018 03/08/2018
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CAF GPE Achatpublic

National registration number: 314566082200194

Postal address: Parc d'Activités la Providence ZAC de Dothémare

Town: Les Abymes

NUTS code: FRY10 Guadeloupe

Postal code: 97139

Country: France

Contact person: Mme Roumiguieres Olivia

E-mail: marchecaf971@cnafrmail.fr

Telephone: +59 590905418

Internet address(es):

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

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

I.4. Type of the contracting authority

Other type: Protection Social

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Externalisation du service de l'accueil téléphonique

Reference number: 18AO0006

II.1.2. Main CPV code

79621000 Supply services of office personnel

II.1.3. Type of contract

Services

II.1.4. Short description

Externalisation du service de l'accueil téléphonique

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 820 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79621000 Supply services of office personnel

II.2.3. Place of performance

NUTS code: FRY10 Guadeloupe

Main site or place of performance: Siège de la CAF Guadeloupe

II.2.4. Description of the procurement

La mission d'accueil téléphonique s'exerce sur une plateforme de services mutualisée (Guadeloupe, Guyane, Martinique) et a pour finalité: la Gestion du flux de la plate-forme et le traitement des demandes des allocataires la Réponse aux usagers, leur conseil et leur orientation quant aux démarches à effectuer la Promotion des offres de services de la CAF

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 55

Price - Weighting: 45

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: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 073-162275](#)

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: 18AO0006

Title:

Externalisation de l'accueil Téléphonique

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: 1

Number of tenders received by electronic means: 1

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

V.2.3. Name and address of the contractor

Official name: Agipsah — Ass guad insert profes social adult hand

National registration number: 33825976500059

Postal address: BP 35

Town: Gourbeyre

NUTS code: FRY10 Guadeloupe

Postal code: 97113

Country: France

E-mail: agipsahasso@wanadoo.fr

Telephone: +59 0590923305

Fax: +59 0590921604

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 820 000,00 EUR

Total value of the contract/lot: 820 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Marché réservé en application de l'article 36-i de l'ordonnance 2015-899 du 23.7.2015 (ESAT ou établissement et service d'aide par le travail)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Fort-de-France

Postal address: Boulevard du Général de Gaulle

Town: Fort-de-France

Postal code: 97200

Country: France

Telephone: +59 596484141

Fax: +59 596484332

Internet address: <http://www.justice.gouv.fr>

VI.5. Date of dispatch of this notice

31/07/2018