

France-Paris: Call centre
OJ S 129/2021 07/07/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CGOS

Postal address: direction générale, 101 rue de Tolbiac

Town: Paris Cedex 13

NUTS code: FR101 Paris

Postal code: 75654

Country: France

E-mail: marchespublics@cgos.asso.fr

Telephone: +33 144231300

Internet address(es):

Main address: <http://www.cgos.info>

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?](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_4j3GTrubd)

[PCSLID=CSL_2021_4j3GTrubd](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_4j3GTrubd)

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

Other type: Association loi 1901 sous le haut patronage du ministère en charge de la santé

I.5. Main activity

Other activity: Œuvres sociales des établissements hospitaliers publics

Section II: Object

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

Externalisation partielle du centre d'appels

Reference number: 21SERV07

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Le présent marché concerne:

- l'absorption du flux existant d'appels entrants de premier niveau pour les personnels hospitaliers non médicaux;
- la réception et le traitement d'un nouveau flux d'appels entrants de premier niveau pour les personnels médicaux;
- l'accompagnement à la montée en compétence pour les appels de niveau 2.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: FR10 Ile-de-France

II.2.4. Description of the procurement

Le présent marché concerne:

- l'absorption du flux existant d'appels entrants de premier niveau pour les personnels hospitaliers non médicaux;
- la réception et le traitement d'un nouveau flux d'appels entrants de premier niveau pour les personnels médicaux;
- l'accompagnement à la montée en compétence pour les appels de niveau 2.

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: 12

This contract is subject to renewal: yes

Description of renewals:

La durée initiale du marché est de un(1) an. Le marché sera ensuite tacitement reconductible pour 3(trois) périodes d'un an.

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

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

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: 02/08/2021 Local time: 12:00

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

IV.2.4. Languages in which tenders or requests to participate may be submitted

French

IV.2.7. Conditions for opening of tenders

Date: 03/08/2021 Local time: 11:00

Section VI: Complementary information

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 compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

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

Official name: Greffe du tribunal compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

VI.5. Date of dispatch of this notice

02/07/2021