

France-Colmar: Call centre
OJ S 151/2018 08/08/2018
Contract notice
Services

Directive 2004/18/EC

Section I: Contracting authority

I.1. Name and addresses

Official name: Vialis SAEM
Postal address: 10 rue des Bonnes Gens, CS 70187
Town: Colmar
Postal code: 68004
Country: France
E-mail: appeldoffre@vialis.tm.fr
Telephone: +33 389246038
Fax: +33 389246094

Additional information can be obtained from:

Official name: Vialis SAEM
Postal address: 10 rue des Bonnes Gens
Town: Colmar
Postal code: 68000
Country: France
Internet address: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2018_6CXXC9NgJ1&v=1&selected=0

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

Official name: VIALIS SAEM
Postal address: 10 rue des Bonnes Gens
Town: Colmar
Postal code: 68000
Country: France
Internet address: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2018_6CXXC9NgJ1&v=1&selected=0

Tenders or requests to participate must be submitted: Official name: Vialis SAEM

Postal address: 10 rue des Bonnes Gens
Town: Colmar
Postal code: 68000
Country: France
Internet address: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2018_6CXXC9NgJ1&v=1&selected=0

I.2. Type of the contracting authority

Other: Établissement local de distribution

I.3. Main activity

Other: Distribution d'énergies

I.4. Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting authority

Gestion des appels du standard et de la hotline

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

NUTS code FRF12 Haut-Rhin

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

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Gestion des appels du standard et de la hotline.

II.1.6. CPV code(s)

79512000 Call centre, 79511000 Telephone operator services, 72253000 Helpdesk and support services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Lots

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9. Information about variants

Variants will be accepted: yes

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: no

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

II.3. Duration of the contract or time limit for completion

Duration in months: 12 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Lot 1: hotline

1) Short description

Gestion des appels de la hotline.

2) CPV code(s)

79512000 Call centre, 79511000 Telephone operator services, 72253000 Helpdesk and support services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Lot No: 2

Lot title: Standard

1) Short description

Gestion des appels du standard.

2) CPV code(s)

79512000 Call centre, 79511000 Telephone operator services, 72253000 Helpdesk and support services

3) Quantity or scope

4) Indication about different time frame or duration

Duration in months: 12 (from the award of the contract)

5) Additional information about lots

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions: Voir règlement de consultation.

III.2.2. Economic and financial ability

List and brief description of conditions: Voir règlement de consultation.

Minimum level(s) of standards possibly required: Voir règlement de consultation.

III.2.3. Technical and professional ability

List and brief description of conditions:

Voir règlement de consultation.

Minimum level(s) of standards possibly required:

Voir règlement de consultation.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.1.2. Information about the limits on the number of candidates to be invited

IV.1.3. Information about reduction of the number of solutions or tenders during negotiation or dialogue

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of Price is not the only award criterion and all criteria are stated only in the procurement documents

IV.2.2. Information about electronic auction

An electronic auction will be used: no

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting authority

18.16

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents or descriptive document

Time limit for receipt of requests for documents or for accessing documents: 3.9.2018
Payable documents: no

IV.3.4. Time limit for receipt of tenders or requests to participate

13.9.2018 - 16:00

IV.3.5. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.3.6. Languages in which tenders or requests to participate may be submitted

French.

IV.3.7. Minimum time frame during which the tenderer must maintain the tender

Duration in days: 120 (from the date stated for receipt of tender)

IV.3.8. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:
no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance de Colmar

Country: France

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

7.8.2018