

France-Paris: Helpdesk and support services

OJ S 136/2021 16/07/2021

Contract notice**Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministère de la culture

National registration number: 11000201100044

Postal address: Ministère de la Culture — Missions ministérielles des achats — 182 rue Saint-Honoré

Town: Paris Cedex 01

NUTS code: FR101 Paris

Postal code: 75033

Country: France

E-mail: Mission-achats.sg@culture.gouv.fr**Internet address(es):**Main address: <http://www.culture.gouv.fr>Address of the buyer profile: <https://www.marches-publics.gouv.fr>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/?page=entreprise>.[EntrepriseAdvancedSearch&AllCons&refConsultation=774493&orgAcronyme=f5j](https://www.marches-publics.gouv.fr/?page=entreprise)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.gouv.fr/?page=entreprise>.[EntrepriseAdvancedSearch&AllCons&refConsultation=774493&orgAcronyme=f5j](https://www.marches-publics.gouv.fr/?page=entreprise)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.marches-publics.gouv.fr/?page=entreprise>.[EntrepriseAdvancedSearch&AllCons&refConsultation=774493&orgAcronyme=f5j](https://www.marches-publics.gouv.fr/?page=entreprise)**I.4. Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

Recreation, culture and religion

Section II: Object

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

2021-09 — modernisation de la chaîne de support numérique

Reference number: 2021-09-SNUM

II.1.2. Main CPV code

72253000 Helpdesk and support services

II.1.3. Type of contract

Services

II.1.4. Short description

Le marché a pour objet d'assurer la chaîne complète de support aux utilisateurs, du centre d'appel aux services de proximité et d'assistance sur le matériel et les logiciels bureautiques sur le périmètre de l'administration centrale et services déconcentrés du ministère, hors établissements publics sous tutelle.

II.1.5. Estimated total value

Value excluding VAT: 5 500 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

72253000 Helpdesk and support services, 72514000 Computer facilities management services , 72251000 Disaster recovery services

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

NUTS code: FR France

Main site or place of performance: Paris.

II.2.4. Description of the procurement

Le marché a pour objet d'assurer la chaîne complète de support aux utilisateurs, du centre d'appel aux services de proximité et d'assistance sur le matériel et les logiciels bureautiques sur le périmètre de l'administration centrale et services déconcentrés du ministère, hors établissements publics sous tutelle.

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: 5 500 000,00 EUR

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

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

L'accord-cadre peut être reconduit une (1) fois pour une durée d'un (1) an par tacite reconduction, dans la limite d'une durée maximale de quatre (4) ans à compter de son entrée en vigueur.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

L'accord-cadre est ouvert à la proposition de prestations supplémentaires éventuelles (voir article 3.7 du RC).

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

L'accord-cadre comprend un minimum exprimé en unités d'œuvre (cf. article 1.3 du CCAP).
L'accord-cadre comprend un maximum d'un montant de 16 500 000 EUR HT.

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

Framework agreement with a single operator

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

Date: 15/09/2021 Local time: 14:30

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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 15/09/2021 Local time: 15:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

Conformément à l'article R. 2122-7 du code de la commande publique, le pouvoir adjudicateur se réserve la possibilité de passer un marché de services, sans publicité ni mise en concurrence préalables, ayant pour objet la réalisation de prestations similaires à celles qui ont été confiées au titulaire du présent accord-cadre.

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

Internet address: <http://paris.tribunal-administratif.fr>

VI.4.2. Body responsible for mediation procedures

Official name: Direction des affaires juridiques — sous-direction de la commande publique —

Bureau économie, statistiques et techniques de l'achat public

Postal address: 1C — bâtiment Condorcet — 6 rue Louise Weiss

Town: Paris

Postal code: 75703

Country: France

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

Official name: Tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

VI.5. Date of dispatch of this notice

13/07/2021