

France-Lyon: Call centre
OJ S 142/2021 26/07/2021
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Carsat Rhône-Alpes

Postal address: 1 rue Antoine Charial

Town: Lyon Cedex 03

NUTS code: FRK Auvergne-Rhône-Alpes

Postal code: 69436

Country: France

E-mail: Polemarches@carsat-ra.fr

Internet address(es):

Main address: <https://meoss.achatpublic.com/sdm/ent/gen/index.jsp>

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

I.4. Type of the contracting authority

Other type: Organisme de droit privé poursuivant une mission de service public

I.5. Main activity

Social protection

Section II: Object

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

Prestation appels entrants et sortants / fourniture d'une offre téléphonique «Bien vieillir» pour les Carsat Auvergne et Rhône-Alpes

Reference number: 2021-206-APOO006

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Prestation appels entrants et sortants / fourniture d'une offre téléphonique «Bien vieillir» pour les Carsat Auvergne et Rhône-Alpes.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 301 387,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FRK Auvergne-Rhône-Alpes

II.2.4. Description of the procurement

Prestation appels entrants et sortants / fourniture d'une offre téléphonique «Bien vieillir» pour les Carsat Auvergne et Rhône-Alpes.

II.2.5. Award criteria

Quality criterion - Name: Valeur technique / Weighting: 60

Cost criterion - Name: Proposition financière / Weighting: 40

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

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2021/S 053-133731](#)

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: 2021-206-APOO006

Title:

Prestation appels entrants et sortants / fourniture d'une offre téléphonique «Bien Vieillir» pour les Carsat Auvergne et Rhône-Alpes

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/06/2021

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Alter EOS

Postal address: parc d'activités des Peupliers — rue Michel Raillard

Town: Tourcoing

NUTS code: FRK Auvergne-Rhône-Alpes

Postal code: 59200

Country: France

Internet address: <https://www.altereos.fr/>

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 358 000,00 EUR

Total value of the contract/lot: 301 387,00 EUR

V.2.5. Information about subcontracting

The contract is likely to be subcontracted

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal judiciaire de Lyon

Postal address: 67 rue Servient

Town: Lyon

Postal code: 69003

Country: France

Internet address: <https://www.cours-appel.justice.fr/lyon/tribunal-judiciaire-de-lyon>

VI.5. Date of dispatch of this notice

21/07/2021