

France-Saint-Étienne: Telephone operator services
OJ S 146/2021 30/07/2021
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: École nationale supérieure des mines de Saint-Étienne

Postal address: 158 cours Fauriel

Town: Saint-Étienne

NUTS code: FRK25 Loire

Postal code: 42023

Country: France

Contact person: Nathalie Gerardi, responsable service «Achats-marchés»

E-mail: Serv-am@emse.fr

Telephone: +33 447420231

Internet address(es):

Main address: <https://www.mines-stetienne.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=803161&orgAcronyme=a4n](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&refConsultation=803161&orgAcronyme=a4n)

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=803161&orgAcronyme=a4n](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&refConsultation=803161&orgAcronyme=a4n)

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Enseignement supérieur — recherche

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Marchés publics de services d'accueil et de standard téléphonique

Reference number: 2021-012

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3.

Type of contract

Services

II.1.4. Short description

Marchés publics de services d'accueil et de standard téléphonique.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Néant.

II.2. Description

II.2.1. Title

Accueil et standard du site de Saint-Étienne

Lot No: 1

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FRK25 Loire

NUTS code: FRL04 Bouches-du-Rhône

Main site or place of performance: 42023 Saint-Étienne.

II.2.4. Description of the procurement

Accueil et standard du site de Saint-Étienne.

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: 60

This contract is subject to renewal: yes

Description of renewals:

Marché d'un an reconductible trois fois.

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

II.2. Description

II.2.1. Title

Accueil et standard du site de Gardanne
Lot No: 2

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FRL04 Bouches-du-Rhône
NUTS code: FRL04 Bouches-du-Rhône
Main site or place of performance: 13510 Gardanne.

II.2.4. Description of the procurement

Accueil et standard du site de Gardanne.

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: 60
This contract is subject to renewal: yes
Description of renewals:
Marché d'un an reconductible trois fois.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes
Description of options:
Pour le lot n° 2 uniquement: une PSE concernant une prestation d'accueil les samedis matin est à chiffrer obligatoirement par le candidat (se reporter au CCTP du lot n° 2 pour les modalités d'exécution).

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

Date: 03/09/2021 Local time: 16:00

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: 06/09/2021 Local time: 10:00

Place:

Saint-Étienne.

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Juillet 2025.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Greffe du tribunal administratif de Lyon

Postal address: 184 rue Duguesclin

Town: Lyon

Postal code: 69003

Country: France

VI.4.2. Body responsible for mediation procedures

Official name: Comité consultatif interrégional de règlement amiable des différends ou litiges relatifs aux marchés publics

Postal address: 55 boulevard Vivier Merle

Town: Lyon

Postal code: 69003

Country: France

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

Official name: Greffe du tribunal administratif de Lyon

Postal address: 184 rue Duguesclin

Town: Lyon

Postal code: 69003

Country: France

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

VI.5.

Date of dispatch of this notice

27/07/2021