

France-Colmar: Call centre
OJ S 224/2015 19/11/2015
Contract award 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
For the attention of: M. Avenet Vincent
E-mail: appeldoffre@vialis.tm.fr
Telephone: +33 389246038
Fax: +33 389246094

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**

Gestion des appels Hotline.

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

Services
Service category No 5: Telecommunications services
NUTS code FR422 Haut-Rhin

II.1.3. Information about a framework agreement or a dynamic purchasing system (DPS)**II.1.4. Short description of the contract or purchase(s)**

Gestion des appels Hotline.

II.1.5. CPV code(s)

79512000 Call centre, 72253000 Helpdesk and support services, 72253100 Helpdesk services

II.1.6. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

II.2. Total value of the contract/lot

II.2.1. Total value of the contract/lot

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Open

IV.2. Award criteria

IV.2.1. Award criteria

IV.2.2. Information about electronic auction

An electronic auction has been used: no

IV.3. Administrative information

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

15.15

IV.3.2. Previous publication concerning this procedure

Contract notice

Notice number in the OJ S: [2015/S 142-261924](#) of 25.7.2015

Section V: Award of contract

Contract No: 15.15

Lot title: Gestion des appels Hotline

V.1. Date of conclusion of the contract

2.11.2015

V.2. Information about tenders

V.3. Name and address of the contractor

Official name: ESDI European Help Desk

Postal address: 4 rue Albert Camus

Town: Belfort Cedex

Postal code: 90005

Country: France

V.4. Information on value of the contract/lot

V.5. Information about subcontracting

The contract is likely to be subcontracted: no

Section VI: Complementary information

VI.1. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds:

no

VI.2. Additional information

VI.3. Procedures for review

VI.3.1. Review body

VI.3.2. Review procedure

VI.3.3. Service from which information about the review procedure may be obtained

VI.4. Date of dispatch of this notice

16.11.2015