

France-Rennes: Telephone operator services
OJ S 177/2020 11/09/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence régionale de santé

Postal address: Place des Colombes

Town: Rennes Cedex

NUTS code: FRH0 Bretagne

Postal code: 35042

Country: France

E-mail: Ars-bretagne-marches-publics@ars.sante.fr

Internet address(es):

Main address: <https://www.bretagne.ars.sante.fr/>

I.4. Type of the contracting authority

Regional or local agency/office

I.5. Main activity

Health

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

ARSB-DG-2020-2

Reference number: ARSB-DG-2020-2

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

Plateforme téléphonique de suivi des cas contacts et des cas confirmés dans le cadre de la COVID-19.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 4 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FRH0 Bretagne

II.2.4. Description of the procurement

Plateforme téléphonique de suivi des cas contacts et des cas confirmés dans le cadre de la COVID-19.

II.2.5. Award criteria

Quality criterion - Name: Solutions humaines liées au respect des délais et à la qualité de la prestation / Weighting: 15

Quality criterion - Name: Solutions techniques garantissant le respect des délais et la qualité de la prestation / Weighting: 15

Quality criterion - Name: Mesures techniques et organisationnelles garantissant un niveau de sécurité adapté à la gestion des données / Weighting: 5

Quality criterion - Name: Modalités de pilotage et de reporting auprès de l'ARS Bretagne / Weighting: 5

Price - Weighting: 60

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: [2020/S 107-259577](#)

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: ARSB-DG-2020-2

Title:

Plateforme téléphonique de suivi des cas contacts et des cas confirmés dans le cadre de la COVID-19

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

10/08/2020

V.2.2. Information about tenders

Number of tenders received: 3

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

V.2.3. Name and address of the contractor

Official name: Téléperformance

Postal address: 12-14-16 rue Sarah-Bernhardt

Town: Asnière-sur-Seine

NUTS code: FRH0 Bretagne

Postal code: 92600

Country: France

Internet address: <https://fr.www.teleperformance.com/fr-fr/>

The contractor is an SME: no

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

Total value of the contract/lot: 4 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal administratif

Postal address: 3 contour de la Motte

Town: Rennes

Postal code: 35044

Country: France

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

VI.4.2. Body responsible for mediation procedures

Official name: Préfecture de la région Pays-de-la-Loire

Postal address: 6 quai Ceineray

Town: Nantes

Postal code: 44035

Country: France

VI.4.4.

Service from which information about the review procedure may be obtained

Official name: Tribunal administratif

Postal address: 3 contour de la Motte

Town: Rennes

Postal code: 35044

Country: France

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

VI.5. Date of dispatch of this notice

07/09/2020