

France-Paris: Telephone-answering services

OJ S 191/2019 03/10/2019

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Agence régionale santé d'Île-de-France

National registration number: 13000801400107

Postal address: 35 rue de la Gare

Town: Paris Cedex 19

NUTS code: FR France

Postal code: 75935

Country: France

E-mail: ars-idf-marches@sante.gouv.fr**Internet address(es):**Main address: <https://www.iledefrance.ars.sante.fr>Address of the buyer profile: <http://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/index.php?page=entreprise.EntrepriseAdvancedSearch&AllCons&refConsultation=470039&orgAcronyme=h8j>

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>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Health

Section II: Object

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

Prestations de mise en place d'une plate-forme téléphonique d'orientation des professionnels de santé

Reference number: 2019306

II.1.2. Main CPV code

79510000 Telephone-answering services

II.1.3. Type of contract

Services

II.1.4. Short description

Prestations de mise en place d'une plate-forme téléphonique d'orientation des professionnels de santé.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79510000 Telephone-answering services

II.2.3. Place of performance

NUTS code: FR1 Ile-de-France

II.2.4. Description of the procurement

Le présent marché a pour objet la mise en place d'une plate-forme téléphonique d'orientation et d'information des professionnels de santé, afin de les accompagner dans leur démarche d'orientation et d'appui pour les patients complexes.

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: 48

This contract is subject to renewal: yes

Description of renewals:

Le présent marché est prévu pour une durée ferme de 24 mois à compter de sa date de notification. Le marché est reconductible 1 fois par durée de 24 mois sans excéder 4 ans.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

Conformément aux articles R. 2122-4, R. 2122-7 et R. 2194-1 à R. 2194-10 du décret n° 2018-1075 du 3.12.2018 relatif au code de la commande publique, l'Agence régionale de santé Île-de-France envisage la possibilité de recours ultérieur à la procédure négociée pour la passation de marchés complémentaires et la réalisation de prestations similaires.

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

List and brief description of selection criteria:

La copie de l'habilitation délivrée par l'ARCEP (Autorité de régulation des communications électroniques et des postes) en vertu de l'article L. 34-1 du code des postes et des télécommunications.

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: 04/11/2019 Local time: 12:00

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.2.6. 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: 04/11/2019 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

VI.3. Additional information

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: 75181
Country: France
E-mail: greffe-ta-paris@juradm.fr
Internet address: <http://paris.tribunal-administratif.fr>

VI.4.2. Body responsible for mediation procedures

Official name: Comité consultatif interrégional de règlement amiable des différends ou litiges relatifs aux marchés publics de Paris, préfecture de la région Île-de-France

Postal address: 5 rue Leblanc

Town: Paris

Postal code: 75911

Country: France

E-mail: ccira@paris-idf.gouv.fr

VI.5. Date of dispatch of this notice

30/09/2019