

France-Saint-Quentin: Call centre
OJ S 149/2023 04/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Clésence
National registration number: 58598002200040
Postal address: 4 Avenue Archimède
Town: Saint Quentin
NUTS code: FRE21 Aisne
Postal code: 02100
Country: France
E-mail: correspondre@aws-france.com
Internet address(es):
Main address: <https://www.clesence.fr/>

I.4. Type of the contracting authority

Other type: Autre

I.5. Main activity

Housing and community amenities

Section II: Object

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

Réalisation de prestations d'externalisation d'un centre de relation clients et de l'astreinte téléphonique
Reference number: 2023aoo055

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Réalisation de prestations d'externalisation d'un centre de relation clients et de l'astreinte téléphonique

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7.

Total value of the procurement

Value excluding VAT: 6 000 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FRE21 Aisne

II.2.4. Description of the procurement

Réalisation de prestations d'externalisation d'un centre de relation clients et de l'astreinte téléphonique

II.2.5. Award criteria

Cost criterion - Name: Le prix n'est pas le seul critère d'attribution et tous les critères sont énoncés uniquement dans les documents du marché. / Weighting: 1

II.2.11. Information about options

Options: yes

Description of options:

Marché faisant l'objet de reconductions dans les conditions définies au présent avis

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: [2023/S 101-311618](#)

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

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/07/2023

V.2.2. Information about tenders

Number of tenders received: 6

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

V.2.3. Name and address of the contractor

Official name: WEBHELP

Postal address: 161 RUE DE COURCELLES

Town: PARIS 17

NUTS code: FR101 Paris

Postal code: 75017

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 6 000 000,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Pour un montant maximum de 6 000 000,00 EUR HT sur la durée globale du marché (période de reconduction comprise)

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Judiciaire de Lille

Postal address: 13 avenue du Peuple Belge

Town: Lille

Postal code: 59034

Country: France

Telephone: +33 320783333

Fax: +33 320785009

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal Judiciaire de Lille

Postal address: 13 avenue du Peuple Belge

Town: Lille

Postal code: 59034

Country: France

Telephone: +33 320783333

Fax: +33 320785009

VI.5. Date of dispatch of this notice

01/08/2023