

**France-Lyon: Telephone survey services**

**OJ S 166/2022 30/08/2022**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: pole emploi Auvergne Rhone Alpes

Postal address: 13 rue Crépet - cS 70402

Town: Lyon Cedex 07

NUTS code: FRK Auvergne-Rhône-Alpes

Postal code: 69364

Country: France

E-mail: [Achatsmarches.ara@pole-emploi.fr](mailto:Achatsmarches.ara@pole-emploi.fr)

**Internet address(es):**

Main address: <http://www.pole-emploi.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: <http://www.marches-publics.gouv.fr>

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&id=2087052&orgAcronyme=h8j](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&id=2087052&orgAcronyme=h8j)

Tenders or requests to participate must be submitted to the abovementioned address

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

Body governed by public law

**I.5. Main activity**

Other activity: Emploi

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**Section II: Object**

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

**II.1.1. Title**

marché de services de relances téléphoniques relatives à l'enquête sur les besoins en main d'oeuvre (Bmo) pour le compte de Pôle emploi auvergne-rhône-alpes

**II.1.2. Main CPV code**

79311210 Telephone survey services

**II.1.3. Type of contract**

Services

#### **II.1.4. Short description**

marché ayant pour objet la réalisation, au sein de la région Auvergne-Rhône-Alpes, de prestations de relances téléphoniques suite à une enquête courrier effectuée par le CREDOC et relative aux besoins en main d'oeuvre (bmo)

#### **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)**

79311210 Telephone survey services

#### **II.2.3. Place of performance**

NUTS code: FRK Auvergne-Rhône-Alpes

#### **II.2.4. Description of the procurement**

marché ayant pour objet la réalisation, au sein de la région Auvergne-Rhône-Alpes, de prestations de relances téléphoniques suite à une enquête courrier effectuée par le CREDOC et relative aux besoins en main d'oeuvre (Bmo)

#### **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**

Start: 02/11/2022 End: 01/11/2026

This contract is subject to renewal: yes

Description of renewals:

le marché est reconductible tacitement deux fois un an, soit une durée maximale de quatre ans. Aux fins de dénonciation, Pôle emploi se prononce au moins trois mois calendaires avant l'échéance de la période en cours en notifiant par écrit au Titulaire sa décision de ne pas reconduire le marché

#### **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**

### **Section IV: Procedure**

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#### **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: 26/09/2022 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: 4 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**

Date: 26/09/2022 Local time: 14:00

**Section VI: Complementary information**

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**VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

26/08/2024

**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: tribunal administratif de lyon

Postal address: 184 rue duguesclin

Town: Lyon

Postal code: 69433

Country: France

**VI.5. Date of dispatch of this notice**

25/08/2022