

**France-Paris: Helpdesk and support services**  
**OJ S 149/2023 04/08/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: pass Culture

Postal address: 89 rue la Boétie

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

E-mail: [appels-d-offres@passculture.app](mailto:appels-d-offres@passculture.app)

Telephone: +33 645696292

**Internet address(es):**

Main address: <https://pass.culture.fr>

Address of the buyer profile: <https://www.e-marchespublics.com/appel-offre/937267>

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

Other type: pouvoir adjudicateur de droit privé

**I.5. Main activity**

Recreation, culture and religion

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**Section II: Object**

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

**II.1.1. Title**

prestation d'externalisation du support utilisateur de niveau 1

Reference number: SUPPORT\_N1\_2023

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

la présente consultation concerne l'externalisation du support utilisateur de niveau 1 du Pass Culture

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7.**

## **Total value of the procurement**

Value excluding VAT: 840 086,00 EUR

### **II.2. Description**

#### **II.2.2. Additional CPV code(s)**

72253000 Helpdesk and support services

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

NUTS code: FR10 Ile-de-France

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

prestation d'externalisation du support utilisateur de niveau 1

#### **II.2.5. Award criteria**

Quality criterion - Name: CRITÈRES TECHNIQUES / Weighting: 35

Quality criterion - Name: OBJECTIFS SOCIAUX ET ENVIRONNEMENTAUX LIÉS AU MARCHÉ / Weighting: 10

Price - Weighting: 55

#### **II.2.11. Information about options**

Options: yes

Description of options:

le présent marché est décomposé en tranches comme suit :

Tranche ferme Mise à disposition de 4 profils pendant 12 mois

tranche optionnelle no1 Un profil supplémentaire pendant 6 mois

tranche optionnelle no2 Un profil supplémentaire pendant 9 mois

tranche optionnelle no3 Un profil supplémentaire pendant 12 mois

#### **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**

le marché est conclu pour une durée ferme de douze (12) mois à compter de sa date de notification. Il pourra ensuite être reconduit trois (3) fois pour une durée de douze (12) mois par reconduction tacite

## **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.1.6. Information about electronic auction**

An electronic auction has been used

#### **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 092-283224](#)

#### **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**

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**Contract No:** SUPPORT\_N1\_2023

**Title:**

prestation d'externalisation du support utilisateur de niveau 1

A contract/lot is awarded: yes

#### **V.2. Award of contract**

##### **V.2.1. Date of conclusion of the contract**

31/07/2023

##### **V.2.2. Information about tenders**

Number of tenders received: 9

Number of tenders received by electronic means: 9

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

##### **V.2.3. Name and address of the contractor**

Official name: oceancall group

Postal address: 170 Rue de la Coquillade

Town: Aix-en-Provence

NUTS code: FRL Provence-Alpes-Côte d'Azur

Postal code: 13540

Country: France

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 1 000 000,00 EUR

Total value of the contract/lot: 840 086,00 EUR

##### **V.2.5. Information about subcontracting**

### **Section VI: Complementary information**

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#### **VI.3. Additional information**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

Official name: tribunal Judiciaire de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75859

Country: France

Telephone: +33 144325151

Internet address: <http://www.justice.gouv.fr/>

**VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

tribunal Judiciaire de Paris

Parvis du Tribunal de Paris

75 859 PARIS Cedex 17

01 44 32 51 51

<http://www.justice.gouv.fr/>

**VI.4.4. Service from which information about the review procedure may be obtained**

Official name: tribunal Judiciaire de Paris

Postal address: parvis du Tribunal de Paris

Town: Paris

Postal code: 75859

Country: France

Telephone: +33 144325151

Internet address: <http://www.justice.gouv.fr/>

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

01/08/2023