

France-Paris: Call centre
OJ S 199/2019 15/10/2019
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Médiateur national de l'énergie

Postal address: 15 rue Pasquier

Town: Paris

NUTS code: FR101 Paris

Postal code: 75008

Country: France

E-mail: Marches@energie-mediateur.fr

Fax: +33 144946638

Internet address(es):

Main address: <http://www.energie-mediateur.fr>

I.3. Communication

Access to the procurement documents is restricted. Further information can be obtained at:

<https://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&refConsultation=481898&orgAcronyme=s2d](https://www.marches-publics.gouv.fr/EntrepriseAdvancedSearch&AllCons&refConsultation=481898&orgAcronyme=s2d)

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

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

Externalisation du centre d'appels et exploitation du serveur vocal interactif

Reference number: 06-2019

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Cette consultation a pour objet des prestations d'exécution d'une activité de support téléphonique de premier niveau du service consommateurs Energie-Info et de mise en place, d'exploitation et de maintenance d'un serveur vocal interactif, portail d'accueil du service consommateurs Energie-Info.

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)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

Cette consultation a pour objet des prestations d'exécution d'une activité de support téléphonique de premier niveau du service consommateurs Energie-Info et de mise en place, d'exploitation et de maintenance d'un serveur vocal interactif, portail d'accueil du service consommateurs Energie-Info.

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: 12

This contract is subject to renewal: yes

Description of renewals:

3 reconductions sont possibles, soit 4 ans en tout.

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

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: 21/11/2019 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.2.7. Conditions for opening of tenders

Date: 22/11/2019 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

3 reconductions sont possibles, soit 4 ans en tout.

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 Cedex 04

Postal code: 75181

Country: France

E-mail: greffe.ta-paris@juradm.fr

Telephone: +33 144594400

Fax: +33 144594646

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

Official name: Greffe du tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris Cedex 04

Postal code: 75181

Country: France

E-mail: greffe.ta-paris@juradm.fr

Telephone: +33 144594400

Fax: +33 144594646

VI.5. Date of dispatch of this notice

10/10/2019