

France-Paris: Call centre
OJ S 235/2017 07/12/2017
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministère de l'Économie, de l'Industrie et de l'Emploi

Postal address: 64 allée de Bercy, télédocus 838

Town: Paris Cedex 12

NUTS code: FR France

Postal code: 75572

Country: France

E-mail: bureau.spib2b-achatsmarches@dgfip.finances.gouv.fr

Telephone: +33 153186084

Internet address(es):

Main address: <https://www.marches-publics.gouv.fr>

Address of the buyer profile: <https://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/?page=entreprise>.

[EntrepriseAdvancedSearch&AllCons&refConsultation=358733&orgAcronyme=a4n](https://www.marches-publics.gouv.fr/?page=entreprise)

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=358733&orgAcronyme=a4n](https://www.marches-publics.gouv.fr/?page=entreprise)

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

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

Marché relatif à l'assistance téléphonique des usagers particuliers dans le cadre de la mise en place du prélèvement à la source (pas).

Reference number: SPIB-2B-2017-05

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Marché relatif à l'assistance téléphonique des usagers particuliers dans le cadre de la mise en place du prélèvement à la source (pas).

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: FR France

Main site or place of performance: France métropolitaine

II.2.4. Description of the procurement

Marché relatif à l'assistance téléphonique des usagers particuliers dans le cadre de la mise en place du prélèvement à la source (pas).

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:

Une reconduction de 12 mois

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 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

Selection criteria as stated in the procurement documents

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

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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: 12/01/2018 Local time: 16:00

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: 13/01/2018 Local time: 08:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Nouvelle consultation à l'issue du marché.

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

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: 75004

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: DGFIP — bureau SPIB-2b à l'attention de la responsable du secteur politique
achat et marchés publics

Postal address: 64 allée de Bercy — bât Sully — pièce 753 R

Town: Paris Cedex 12

Postal code: 75572

Country: France

E-mail: aurelie.anger@dgfip.finances.gouv.fr

Telephone: +33 153180031

VI.5. Date of dispatch of this notice

04/12/2017