

France-Colmar: Call centre  
OJ S 188/2021 28/09/2021  
Contract notice  
Services

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: VIALIS SAEM  
Postal address: 10 rue des Bonnes Gens CS 70187  
Town: COLMAR  
NUTS code: FRF12 Haut-Rhin  
Postal code: 68004  
Country: France  
E-mail: [appeldoffre@vialis.tm.fr](mailto:appeldoffre@vialis.tm.fr)  
Telephone: +33 389246038  
Fax: +33 389246094  
**Internet address(es):**  
Main address: <https://www.vialis.net/>  
Address of the buyer profile: <http://www.achatpublic.com>

**I.3. Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://www.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2021\\_eZR50em\\_P4](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2021_eZR50em_P4)  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted to the abovementioned address

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

Other type: Etablissement Local de Distribution

**I.5. Main activity**

Other activity: Distribution d'énergies

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**Section II: Object**

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

**II.1.1. Title**

Gestion des appels du standard et de la hotline  
Reference number: 21.07

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

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

Gestion des appels du standard et de la hotline

#### **II.1.5. Estimated total value**

#### **II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

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

#### **II.2.1. Title**

Hotline

Lot No: 1

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

79511000 Telephone operator services, 72253000 Helpdesk and support services

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

NUTS code: FRF12 Haut-Rhin

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

Hotline

#### **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:

2 reconductions possibles

#### **II.2.10. Information about variants**

Variants will be accepted: yes

#### **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**

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

#### **II.2.1. Title**

Standard

Lot No: 2

#### **II.2.2.**

**Additional CPV code(s)**

79511000 Telephone operator services, 72253000 Helpdesk and support services

**II.2.3. Place of performance**

NUTS code: FRF12 Haut-Rhin

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

Standard

**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:

2 reconductions possibles

**II.2.10. Information about variants**

Variants will be accepted: yes

**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**

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**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**

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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: no

## **IV.2. Administrative information**

### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 28/10/2021 Local time: 11:00

### **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: 22/11/2021 Local time: 15:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: no

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

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

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

Official name: Tribunal de grande Instance de Colmar

Town: COLMAR

Country: France

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

23/09/2021