

France-Montreuil: IT services: consulting, software development, Internet and support
OJ S 243/2017 19/12/2017
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: GIE Humanis Fonctions Groupe
National registration number: 75320114400015
Postal address: 93 rue Marceau
Town: Montreuil cedex
NUTS code: FR France
Postal code: 93187
Country: France
Contact person: Mathieu Laloyau
E-mail: achats.groupehumanis@humanis.com
Telephone: +33 158827877

Internet address(es):

Main address: <http://www.humanis.com>
Address of the buyer profile: <https://www.achatpublic.com/sdm/ent/gen/index.jsp>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

La présente consultation a pour objet la mise en place d'un centre de service assurant les prestations de services informatiques pour assurer le support de niveau 1 (helpdesk).
Reference number: HU-AOE-2017-008

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

La présente consultation a pour objet la mise en place d'un centre de service assurant les prestations de services informatiques pour assurer le support de niveau 1 (helpdesk).

II.1.6.

Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 500 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72000000 IT services: consulting, software development, Internet and support

II.2.3. Place of performance

NUTS code: FR France

Main site or place of performance: Dans un 1er temps dans les locaux d'Humanis (site de Lille) puis dans les locaux du titulaire.

II.2.4. Description of the procurement

La présente consultation a pour objet la mise en place d'un centre de service assurant les prestations de services informatiques pour assurer le Support de niveau 1 (helpdesk).

II.2.5. Award criteria

Quality criterion - Name: Technique / Weighting: 57

Quality criterion - Name: Sociétaux / Weighting: 3

Price - Weighting: 40

II.2.11. Information about options

Options: yes

Description of options:

Option 1: Fourniture d'une solution de téléphonie pour la gestion des appels entrants-sortants

Option 2: Mise en place d'une ligne réseau sécurisée entre le site fournisseur et Humanis.

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

Competitive procedure with negotiation

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2017/S 059-109823](#)

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

Contract No: HU-AOE-2017-008

Lot No: 1

Title:

Mise en place d'un Centre de Service pour assurer le support de niveau 1 (Helpdesk)

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

18/09/2017

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: Helpline

National registration number: 381 983 568 000 43

Postal address: Adresse Établissement: 46 rue du Molinet — 59700 Marcq-en-Baroeul

Adresse sociale: 171 avenue George Clémenceau — 92000 Nanterre

Town: Nanterre

NUTS code: FR105 Hauts-de-Seine

Postal code: 92000

Country: France

E-mail: olivier.manach@helpline.fr

Telephone: +33 141377000

Internet address: <http://www.helpline.fr>

The contractor is an SME: no

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

Lowest offer: 2 500 000,00 EUR / Highest offer: 3 401 750,00 EUR taken into consideration

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal de grande instance

Postal address: 6 rue Pablo Neruda

Town: Nanterre

Postal code: 92000

Country: France

VI.4.2. Body responsible for mediation procedures

Official name: Greffe du Tribunal de Grande Instance

Postal address: 6 rue Pablo Neruda

Town: Nanterre

Postal code: 92000

Country: France

VI.5. Date of dispatch of this notice

15/12/2017