

France-Saint-Denis: Miscellaneous software development services and computer systems
OJ S 163/2023 25/08/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: PARIS 2024

Postal address: 46, rue Proudhon

Town: Saint-denis

NUTS code: FR France

Postal code: 93210

Country: France

E-mail: Juridique@Paris2024.org

Internet address(es):

Main address: <https://www.paris2024.org/fr/>

I.4. Type of the contracting authority

Other type: Organisation des Jeux Olympiques et Paralympiques de Paris 2024

I.5. Main activity

Other activity: Organisation des Jeux Olympiques et Paralympiques de Paris 2024

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Service Client Grand Public hors billetterie

Reference number: 2300005

II.1.2. Main CPV code

72212900 Miscellaneous software development services and computer systems

II.1.3. Type of contract

Services

II.1.4. Short description

La présente consultation a pour objet de conclure un accord cadre destiné à mettre en place et opérer le service client grand public de Paris 2024 hors billetterie.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

72500000 Computer-related services, 79512000 Call centre

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

La présente consultation a pour objet de conclure un accord cadre destiné à mettre en place et opérer le service client grand public de Paris 2024 hors billetterie. La description technique détaillée des prestations attendues figure au sein du cahier des clauses techniques (CCT).

II.2.5. Award criteria

Quality criterion - Name: Qualité de la méthodologie et expertise de l'équipe projet / Weighting: 15

Quality criterion - Name: Performance opérationnelle de la proposition / Weighting: 20

Quality criterion - Name: Performance technique de la proposition / Weighting: 10

Quality criterion - Name: Etude de cas / Weighting: 15

Quality criterion - Name: Performance sociale et environnementale dans l'exécution de la prestation / Weighting: 10

Price - Weighting: 30

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

Competitive procedure with negotiation

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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 016-042718](#)

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: 2300005

Title:

Service Client Grand Public hors billetterie

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

11/08/2023

V.2.2. Information about tenders

Number of tenders received: 4

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

V.2.3. Name and address of the contractor

Official name: KONECTA Holding France

Postal address: É 3-5 rue Albert de Vatimesnil

Town: Levallois Perret

NUTS code: FR1 Ile-de-France

Postal code: 92300

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 1,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

Dans le souci de respecter le secret des affaires, Paris 2024 ne souhaite pas communiquer la valeur totale finale du marché

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal Judiciaire de Paris

Postal address: Parvis du Tribunal

Town: Paris

Postal code: 75017

Country: France

VI.5. Date of dispatch of this notice

21/08/2023