

France-Issy-les-Moulineaux: Call centre
OJ S 168/2023 01/09/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: France Médias Monde SA
National registration number: 50152402900086
Postal address: 80 rue Camille Desmoulins
Town: Issy-les-Moulineaux
NUTS code: FR105 Hauts-de-Seine
Postal code: 92130
Country: France
Contact person: Direction des achats
E-mail: achats@francemm.com
Telephone: +33 184228484

Internet address(es):

Main address: <http://www.francemediasmonde.com/>
Address of the buyer profile: https://francemediasmonde.e-marchespublics.com/pack/annonce_marche_public_23232_960843.html

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://francemediasmonde.e-marchespublics.com>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via:
<https://francemediasmonde.e-marchespublics.com>
Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Société privée financée par l'Etat

I.5. Main activity

Other activity: Audiovisuel

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Distribution hôtelière de France 24 par télémarketing
Reference number: 23095

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

L'objet du présent accord-cadre est la distribution hôtelière de France 24 par télémarketing. Les prestations sont décrites dans le cahier des clauses techniques (CCT).

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: FR105 Hauts-de-Seine

II.2.4. Description of the procurement

L'objet du présent accord-cadre est la distribution hôtelière de France 24 par télémarketing. Les prestations sont décrites dans le cahier des clauses techniques (CCT).

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:

L'accord-cadre est conclu pour une durée d'un (1) an à compter du 20 janvier 2024, reconductible tacitement trois fois par période d'un (1) an.

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

Le présent contrat est un accord-cadre mono-attributaire à bons de commande conclu sans montant minimum et avec un montant maximum de 840 000 euros HT, conformément aux articles R.2162-2 et suivants du code de la commande publique.

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

La fiche de candidature, avec son complément, dûment complétés (à remettre au format Excel)

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: 06/10/2023 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 06/10/2023 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Neruda

Town: Nanterre

Postal code: 92000

Country: France

E-mail: tgi.nanterre@justice.gouv.fr

VI.4.2. Body responsible for mediation procedures

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Neruda

Town: Nanterre

Postal code: 92000

Country: France

E-mail: tgi.nanterre@justice.gouv.fr

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

Official name: Tribunal judiciaire de Nanterre

Postal address: 6 rue Pablo Neruda

Town: Nanterre

Postal code: 92000

Country: France

E-mail: tgi.nanterre@justice.gouv.fr

VI.5. Date of dispatch of this notice

28/08/2023