

France-Paris: Call centre
OJ S 217/2020 06/11/2020
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: CRAM de Paris
Postal address: 17-19 avenue de Flandre
Town: Paris Cedex 19
NUTS code: FR101 Paris
Postal code: 75954
Country: France
E-mail: kelly.mastini@cramif.cnamts.fr
Telephone: +33 140056354

Internet address(es):

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

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_2020_WijDT2N3n7
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2020_WijDT2N3n7

I.4. Type of the contracting authority

Other type: Protection sociale

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Externalisation de l'accueil téléphonique du Centre médical Stalingrad
Reference number: AOO_012_2020

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Externalisation de l'accueil téléphonique du Centre médical Stalingrad (CMS) de la Caisse régionale d'assurance maladie d'Île-de-France. Le Centre médical Stalingrad dispose de quatre pôles d'activités et il assure environ 145 000 passages annuels. L'offre de soins du Centre médical Stalingrad est réalisée par 66 praticiens représentant 25 équivalents temps pleins, auxquels s'ajoutent deux infirmières.

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: FR101 Paris

II.2.4. Description of the procurement

Externalisation de l'accueil téléphonique du Centre médical Stalingrad (CMS) de la Caisse régionale d'assurance maladie d'Île-de-France. Le Centre médical Stalingrad dispose de quatre pôles d'activités et il assure environ 145 000 passages annuels. L'offre de soins du Centre médical Stalingrad est réalisée par 66 praticiens représentant 25 équivalents temps pleins, auxquels s'ajoutent deux infirmières.

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: 48

This contract is subject to renewal: yes

Description of renewals:

Marché d'une durée d'un an à compter de la date de démarrage des prestations. Il est reconduit tacitement, trois fois, d'année en année, sans que sa durée totale ne puisse excéder quatre ans.

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 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

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: 09/12/2020 Local time: 14:00

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: 10/12/2020 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Courant 2024.

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Tribunal judiciaire de Paris

Postal address: parvis du tribunal

Town: Paris Cedex 17

Postal code: 75859

Country: France

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

VI.5. Date of dispatch of this notice

02/11/2020