

France-Lyon: Telephone operator services
OJ S 178/2023 15/09/2023
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: carsat Rhône Alpes

National registration number: 77564823100014

Postal address: 18 avenue Georges Pompidou

Town: Lyon

NUTS code: FRK26 Rhône

Postal code: 69003

Country: France

E-mail: Polemarches@carsat-ra.fr

Internet address(es):

Main address: <https://www.carsat-ra.fr>

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

I.4. Type of the contracting authority

Other type: Organisme de sécurité sociale

I.5. Main activity

Social protection

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

prestation appels entrants et sortants, fourniture d'une offre téléphonique " bien vieillir" pour les carsta Auvergne et Rhône Alpes

Reference number: 2023-206-APOO-029

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

la prestation a pour objet une prestation de centre d'appels téléphoniques pour le traitement d'appel entrants et d'appel sortants, de façon qualifiée en action sociale

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 1 630 000,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FRK Auvergne-Rhône-Alpes

Main site or place of performance: carsat Rhône-Alpes, 18 avenue Georges Pompidou, 69003 Lyon

II.2.4. Description of the procurement

la prestation a pour objet une prestation de centre d'appels téléphoniques pour le traitement d'appel entrants et d'appel sortants, de façon qualifiée en action sociale

II.2.5. Award criteria

Quality criterion - Name: VALEUR TECHNIQUE / Weighting: 60

Price - Weighting: 40

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

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 071-215987](#)

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

Title:

estation appels entrants et sortants, fourniture d'une offre téléphonique " bien veillir" pour les carsta Auvergne et Rhône Alpes

A contract/lot is awarded: yes

V.2. Award of contract**V.2.1. Date of conclusion of the contract**

21/07/2023

V.2.2. Information about tenders

Number of tenders received: 8

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

V.2.3. Name and address of the contractor

Official name: altereos

Postal address: parc d'activités des peupliers rue Michel Raillard

Town: Tourcoing

NUTS code: FRE11 Nord

Postal code: 59200

Country: France

Internet address: <https://www.altereos.fr/>

The contractor is an SME: yes

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

Total value of the contract/lot: 1 630 000,00 EUR

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 judiciaire de Lyon

Postal address: 67 rue Servient

Town: Lyon

Postal code: 69003

Country: France

Internet address: <https://www.justice.fr>

VI.4.2. Body responsible for mediation procedures

Official name: carsat Rhône-Alpes

Postal address: 18 avenue Georges Pompidou

Town: Lyon

Postal code: 69003

Country: France

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

Official name: tribunal judiciaire de Lyon

Postal address: 67 rue Servient

Town: Lyon
Postal code: 69003
Country: France

VI.5. Date of dispatch of this notice
11/09/2023