

**France-Paris: Call centre**  
**OJ S 183/2023 22/09/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: gip sne  
Postal address: 7 rue biscornet  
Town: Paris  
NUTS code: FR101 Paris  
Postal code: 75012  
Country: France  
Contact person: FLORIAN CLIMENT  
E-mail: [Commandepublique@gip-sne.fr](mailto:Commandepublique@gip-sne.fr)  
Telephone: +33 615532224  
**Internet address(es):**  
Main address: <https://www.ecologie.gouv.fr/>

**I.4. Type of the contracting authority**

Body governed by public law

**I.5. Main activity**

General public services

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**Section II: Object**

**II.1. Scope of the procurement**

**II.1.1. Title**

prestations d'assistance multicanale aux usagers du systeme national d'enregistrement de la demande de logement social (support de niveau 1)  
Reference number: 2023-04

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

prestations d'assistance multicanale aux usagers du systeme national d'enregistrement de la demande de logement social (support de niveau 1)

**II.1.6. Information about lots**

This contract is divided into lots: no

### **II.1.7. Total value of the procurement**

Value excluding VAT: 10 000 000,00 EUR

## **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**

prestations d'assistance multicanale aux usagers du système national d'enregistrement de la demande de logement social (support de niveau 1)

### **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**

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### **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 076-228483](#)

#### **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**

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**Contract No:** 2023-04

**Lot No:** 1

**Title:**

prestations d'assistance multicanale aux usagers du systeme national d'enregistrement de la demande de logement social (support de niveau 1)

A contract/lot is awarded: yes

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

18/09/2023

**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: tessi document service

Postal address: immeuble ILEO - 27/33 quai Alphonse Le Gallo

Town: Boulogne Billancourt

NUTS code: FR105 Hauts-de-Seine

Postal code: 92100

Country: France

Internet address: <https://www.tessi.eu/fr/accueil/>

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 10 000 000,00 EUR

Total value of the contract/lot: 10 000 000,00 EUR

**V.2.5. Information about subcontracting****Section VI: Complementary information**

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**VI.3. Additional information****VI.4. Procedures for review****VI.4.1. Review body**

Official name: tribunal administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

E-mail: [Grefte.ta-paris@juradm.fr](mailto:Grefte.ta-paris@juradm.fr)

Internet address: <http://paris.tribunal-administratif.fr/>

**VI.5. Date of dispatch of this notice**

19/09/2023