

France-Paris: Call centre
OJ S 201/2022 18/10/2022
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: c.g.o.s

Postal address: direction générale, 101 rue de Tolbiac

Town: Paris Cedex 13

NUTS code: FR101 Paris

Postal code: 75654

Country: France

E-mail: marchespublics@cgos.asso.fr

Telephone: +33 144231300

Internet address(es):

Main address: <http://www.cgos.info>

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?](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2022_Mr9VmsNbvC)

[PCSLID=CSL_2022_Mr9VmsNbvC](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2022_Mr9VmsNbvC)

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_2022_Mr9VmsNbvC

Tenders or requests to participate must be submitted to the abovementioned address

I.4. Type of the contracting authority

Other type: Association loi 1901 sous le haut patronage du Ministère en charge de la Santé.

I.5. Main activity

Other activity: Oeuvres sociales des établissements hospitaliers publics

Section II: Object

II.1. Scope of the procurement**II.1.1. Title**

renseignement juridique par téléphone et par Internet

Reference number: 22SERV09

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

la consultation concerne le "Renseignement juridique", dont la finalité est de permettre aux agents hospitaliers relevant du C.G.O.S d'obtenir une réponse juridique qui, tout en étant personnalisée et pertinente par rapport au cas de l'agent, s'arrête au stade de l'information ponctuelle

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, 72400000 Internet services

II.2.3. Place of performance

NUTS code: FR101 Paris

II.2.4. Description of the procurement

la présente consultation concerne le "Renseignement juridique", dont la finalité est de permettre aux agents hospitaliers relevant du C.G.O.S d'obtenir une réponse juridique qui, tout en étant personnalisée et pertinente par rapport au cas de l'agent, s'arrête au stade de l'information ponctuelle

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:

voir article 4 de l'acte d'engagement

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: yes

Description of options:

voir article IV.A du CCTP

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 III: Legal, economic, financial and technical information

III.1. Conditions for participation

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

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: 15/11/2022 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.2.7. Conditions for opening of tenders

Date: 16/11/2022 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: tribunal compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

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

Official name: greffe du Tribunal compétent du ressort de Paris

Postal address: parvis du tribunal

Town: Paris

Postal code: 75859

Country: France

VI.5. Date of dispatch of this notice

13/10/2022