

**France-Angers: Telephone operator services**  
**OJ S 190/2023 03/10/2023**  
**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: maine loire habitat office pub habitat

National registration number: 27490003400019

Postal address: 11 rue du Clon, Cs 70146

Town: Angers

NUTS code: FRG02 Maine-et-Loire

Postal code: 49001

Country: France

E-mail: [courrier.marches@mlhabitat.fr](mailto:courrier.marches@mlhabitat.fr)

Telephone: +33 241816800

**Internet address(es):**

Main address: <http://www.maineetloire-habitat.fr>

Address of the buyer profile: <https://www.marches-publics.info>

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

Body governed by public law

**I.5. Main activity**

Other activity: Construction de logements sociaux

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**Section II: Object**

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

**II.1.1. Title**

accord cadre - prestations d'accueil téléphonique

Reference number: 1-23s0045

**II.1.2. Main CPV code**

79511000 Telephone operator services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

la présente consultation concerne la prise en compte des appels téléphoniques des locataires de l'ensemble du patrimoine de Maine et Loire Habitat. Le marché à conclure sera un accord-cadre mono-attributaire s'exécutant par l'émission de bons de commande en application de l'article R. 2162-4 - 2°) du code de la commande publique

**II.1.6.**

## Information about lots

This contract is divided into lots: yes

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

Value excluding VAT: 229 896,00 EUR

## II.2. Description

### II.2.1. Title

prestations en journée

Lot No: 01

### II.2.2. Additional CPV code(s)

79511000 Telephone operator services

### II.2.3. Place of performance

NUTS code: FRG02 Maine-et-Loire

### II.2.4. Description of the procurement

prestations en journée

### II.2.5. Award criteria

Quality criterion - Name: Mémoire technique / Weighting: 40

Price - Weighting: 60

### 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

## II.2. Description

### II.2.1. Title

prestations en astreinte

Lot No: 02

### II.2.2. Additional CPV code(s)

79511000 Telephone operator services

### II.2.3. Place of performance

NUTS code: FRG02 Maine-et-Loire

### II.2.4. Description of the procurement

prestations en astreinte

### II.2.5. Award criteria

Quality criterion - Name: Mémoire technique / Weighting: 40

Price - Weighting: 60

### 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 112-351946](#)

###### 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:** 230270

**Lot No:** 01

**Title:**

prestations en journée

A contract/lot is awarded: yes

##### V.2. Award of contract

###### V.2.1. Date of conclusion of the contract

08/09/2023

###### V.2.2. Information about tenders

Number of tenders received: 4

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

###### V.2.3. Name and address of the contractor

Official name: sofratel Centre D'Accueil Telephonique

Postal address: 215 Rue Du Comte D"Artois

Town: Cambrai

NUTS code: FRE11 Nord

Postal code: 59400

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 198 288,00 EUR

**V.2.5. Information about subcontracting**

The contract is likely to be subcontracted

**Section V: Award of contract**

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**Contract No:** 230271

**Lot No:** 02

**Title:**

prestations en astreinte

A contract/lot is awarded: yes

**V.2. Award of contract**

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

08/09/2023

**V.2.2. Information about tenders**

Number of tenders received: 3

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

**V.2.3. Name and address of the contractor**

Official name: sofratel Centre D'Accueil Telephonique

Postal address: 215 Rue Du Comte D"Artois

Town: Cambrai

NUTS code: FRE11 Nord

Postal code: 59400

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 31 608,00 EUR

**V.2.5. Information about subcontracting**

The contract is likely to be subcontracted

**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 Nantes

Postal address: 6, allée de l'île-gloriette

Town: Nantes

Postal code: 44041

Country: France

E-mail: [greffe.ta-nantes@juradm.fr](mailto:greffe.ta-nantes@juradm.fr)

Telephone: +33 240994600

Fax: +33 240994658

#### **VI.4.3. Review procedure**

Precise information on deadline(s) for review procedures:

les recours et délais d'introduction sont régis par les articles suivants :- le référé précontractuel, jusqu'à la signature du contrat, régi par les articles L 551-1 à L 551-12, et R 551-1 à R 551-6 du code de justice administrative ;- le référé contractuel, après la signature du contrat, régi par les articles L 551-13 à L 551-23, et R 551-7 à R 551-10 du code de justice administrative ;- le recours de pleine juridiction en contestation de la validité du contrat ;- le recours pour excès de pouvoir

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

28/09/2023