

France-Paris: Call centre
OJ S 244/2020 15/12/2020
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: Ministère économie industrie emploi

Postal address: Politique achat et marchés publics — 64 allée de Bercy-Télédoc 838

Town: Paris

NUTS code: FR France

Postal code: 75572

Country: France

Contact person: Mme Soizic Le Troidec

E-mail: bureau.spib2b-achatsmarches@dgifp.finances.gouv.fr

Internet address(es):

Main address: <https://www.marches-publics.gouv.fr>

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

I.4. Type of the contracting authority

Ministry or any other national or federal authority, including their regional or local subdivisions

I.5. Main activity

General public services

Section II: Object

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

Mise en place de deux cellules d'écoute psychologique destinées aux agents de la DGDDI et de la DGFIP et de prestations associées

Reference number: SPIB-2B-2020-01

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

Mise en place de deux cellules d'écoute psychologique destinées aux agents de la DGDDI et de la DGFIP et de prestations associées.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 479 254,00 EUR / Highest offer: 662 583,00 EUR taken into consideration

II.2. Description

II.2.2. Additional CPV code(s)

79512000 Call centre

II.2.3. Place of performance

NUTS code: FR France

II.2.4. Description of the procurement

Mise en place de deux cellules d'écoute psychologique destinées aux agents de la DGDDI et de la DGFIP et de prestations associées.

II.2.5. Award criteria

Quality criterion - Name: Organisation proposée pour la phase de mise en place du marché / Weighting: 7 points

Quality criterion - Name: Supports de communication proposés / Weighting: 8 points

Quality criterion - Name: L'organisation, le fonctionnement et le dimensionnement de la cellule d'écoute, ainsi que le plan de continuité d'activité / Weighting: 20 points

Quality criterion - Name: Les modalités de prise en charge des appels notamment la traçabilité, le contrôle qualité et la gestion des situations particulières / Weighting: 15 points

Price - Weighting: 50 points

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.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2020/S 126-308480](#)

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

Contract No: SPIB-2B-2020-01

Title:

Mise en place de deux cellules d'écoute psychologique destinées aux agents de la DGDDI et de la DGFIP et de prestations associées

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

01/12/2020

V.2.2. Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

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

V.2.3. Name and address of the contractor

Official name: Pros consulte

Postal address: 10 B rue de Kerpape

Town: 56260 Larmor Plage

NUTS code: FR France

Country: France

The contractor is an SME: yes

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

Total value of the contract/lot: 479 254,00 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 administratif de Paris

Postal address: 7 rue de Jouy

Town: Paris

Postal code: 75004

Country: France

Telephone: +33 144594400

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

Official name: DGFIP — Bureau SPIB — 2B — à l'attention de la responsable du secteur politique achat et marchés publics

Postal address: 64 allée de Bercy — bâtiment Sully — pièce 753 R

Town: Paris Cedex 12
Postal code: 75572
Country: France
E-mail: stephanie.fretigny@dgfip.finances.gouv.fr
Telephone: +33 153180031

VI.5. Date of dispatch of this notice

10/12/2020