

**France-Marseille: Helpdesk and support services**

**OJ S 198/2023 13/10/2023**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: ccas de Marseille

Postal address: 50 rue de Ruffi - cS 90349

Town: Marseille

NUTS code: FRL04 Bouches-du-Rhône

Postal code: 13331

Country: France

E-mail: [N.belaid@ccas-marseille.fr](mailto:N.belaid@ccas-marseille.fr)

**Internet address(es):**

Main address: <https://www.ccas-marseille.fr/>

Address of the buyer profile: <https://www.achatpublic.com/sdm/ent2/gen/index.jsp>

**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_2023_KZIOvrlc_o)

[PCSLID=CSL\\_2023\\_KZIOvrlc\\_o](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_KZIOvrlc_o)

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\\_2023\\_KZIOvrlc\\_o](https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_KZIOvrlc_o)

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

Other type: Action sociale

**I.5. Main activity**

Other activity: Action Sociale

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**Section II: Object**

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

**II.1.1. Title**

fourniture et gestion D'Un service de teleassistance

Reference number: 2023/17

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

fourniture et gestion d'un service de téléassistance

**II.1.5. Estimated total value**

Value excluding VAT: 1 320 000,00 EUR

**II.1.6. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

**II.2. Description**

**II.2.1. Title**

lot 1 : Prestation de service de téléassistance à domicile

Lot No: 1

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

72253000 Helpdesk and support services

**II.2.3. Place of performance**

NUTS code: FRL04 Bouches-du-Rhône

Main site or place of performance: commune de Marseille

**II.2.4. Description of the procurement**

prestation de service de téléassistance à domicile

**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**

Value excluding VAT: 1 200 000,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

le marché est établi pour une durée d'un (1) renouvelable tacitement 3 fois, soit 4 ans maximum

**II.2.10. Information about variants**

Variants will be accepted: no

**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**

lot 2 : Prestation de service de téléassistance dans les Résidences Autonomie

Lot No: 2

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

72253000 Helpdesk and support services

**II.2.3. Place of performance**

NUTS code: FRL04 Bouches-du-Rhône

Main site or place of performance: commune de Marseille

**II.2.4. Description of the procurement**

prestation de service de téléassistance dans les résidences autonomie

**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**

Value excluding VAT: 120 000,00 EUR

**II.2.7. Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

le marché est établi pour une durée d'un an (1) renouvelable tacitement 3 fois, soit 4 ans maximum

**II.2.10. Information about variants**

Variants will be accepted: no

**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  
Framework agreement with a single operator

**IV.1.8. Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

**IV.2. Administrative information****IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 13/11/2023 Local time: 15:00

**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.2.6. Minimum time frame during which the tenderer must maintain the tender**  
Duration in months: 6 (from the date stated for receipt of tender)

**IV.2.7. Conditions for opening of tenders**  
Date: 13/11/2023 Local time: 16:00

## **Section VI: Complementary information**

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### **VI.1. Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:  
2028

### **VI.3. Additional information**

### **VI.4. Procedures for review**

#### **VI.4.1. Review body**

Official name: tribunal Administratif de Marseille

Postal address: 10 rue Mazenod

Town: Marseille

Postal code: 13002

Country: France

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

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

09/10/2023