

France-La Défense: Call centre
OJ S 201/2023 18/10/2023
Contract notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: médiateur national de l'énergie
Postal address: la Grande Arche - paroi Sud CS 70292
Town: La Défense Cedex
NUTS code: FR105 Hauts-de-Seine
Postal code: 92055
Country: France
E-mail: Marches@energie-mediateur.fr
Internet address(es):
Main address: <http://www.energie-mediateur.fr>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.marches-publics.gouv.fr>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <https://www.marches-publics.gouv.fr/?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2401809&orgAcronyme=s2d>

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

externalisation d un centre d appels et mise en place, exploitation et maintenance d un Serveur Vocal Interactif
Reference number: 03-2023

II.1.2. Main CPV code

79512000 Call centre

II.1.3. Type of contract

Services

II.1.4. Short description

la presente mise en concurrence est engagee en vue d executer des prestations : - d execution d une activite de support telephonique de premier niveau du service consommateurs Energie-Info appelee " Front Office " ; - et de mise en place, d exploitation et de maintenance d un Serveur Vocal Interactif, portail d accueil du service consommateurs Energie-Info

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

II.2.3. Place of performance

NUTS code: FR105 Hauts-de-Seine

II.2.4. Description of the procurement

la presente mise en concurrence est engagee en vue d executer des prestations : - d execution d une activite de support telephonique de premier niveau du service consommateurs Energie-Info appelee " Front Office " ; - et de mise en place, d exploitation et de maintenance d un Serveur Vocal Interactif, portail d accueil du service consommateurs Energie-Info

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: 48

This contract is subject to renewal: yes

Description of renewals:

reconduction annuelle dans la limite de quatre ans

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

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: 20/11/2023 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: 21/11/2023 Local time: 10:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

trois reconductions sont possibles, soit quatre ans en tout

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

Official name: tribunal administratif de Cergy-Pontoise

Postal address: 2-4 boulevard de l Hautil - bP 30322

Town: Cergy Pontoise Cedex

Postal code: 95027

Country: France

E-mail: Greffe.ta-cergy-pontoise@juradm.fr

Telephone: +33 130173400

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

VI.4.2. Body responsible for mediation procedures

Official name: comite consultatif national de reglements amiables de differends relatifs aux marches publics

Postal address: batiment condorcet 6 rue Louise Weuss Teledoc 353, F

Town: Paris Cedex 13

Postal code: 75703

Country: France

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

Official name: tribunal administratif de Cergy-Pontoise

Postal address: 2-4 boulevard de l Hautil - bP 30322

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Telephone: +33 130173400

VI.5. Date of dispatch of this notice

13/10/2023