

France-Metz: Call centre  
OJ S 251/2020 24/12/2020  
Contract award notice  
Services

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: Metz Habitat territoire  
National registration number: 77999522400000010  
Postal address: 10 rue du Chanoine Collin — BP 20725  
Town: Metz Cedex 1  
NUTS code: FRF33 Moselle  
Postal code: 57012  
Country: France  
Contact person: [www.marches-securises.fr](http://www.marches-securises.fr)  
E-mail: [marches@metz-habitat-territoire.fr](mailto:marches@metz-habitat-territoire.fr)  
Telephone: +33 387750340  
Fax: +33 387370240  
**Internet address(es):**  
Main address: <http://metz-habitat-territoire.fr>  
Address of the buyer profile: [www.marches-securises.fr](http://www.marches-securises.fr)

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

Body governed by public law

**I.5. Main activity**

Other activity: Logement social

**Section II: Object**

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

Mise en place d'un centre de la relation client externalise

**II.1.2. Main CPV code**

79512000 Call centre

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Mise en place d'un Centre de la relation client (CRC) externalisé pour l'OPH Metz métropole.

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 1 361 243,00 EUR

## **II.2. Description**

### **II.2.3. Place of performance**

NUTS code: FRF33 Moselle

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

Mise en place d'un Centre de la relation client (CRC) externalisé pour l'OPH Metz métropole.

### **II.2.5. Award criteria**

Quality criterion - Name: Caractéristiques Opérationnelles et fonctionnalités / Weighting: 30

Quality criterion - Name: Méthodologie projet de déploiement et planning proposé / Weighting: 10

Quality criterion - Name: engagements de service et pilotage de la qualité / Weighting: 20

Price - Weighting: 40

### **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**

Competitive dialogue

#### **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 132-323990](#)

#### **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:** 20200109

**Title:**

Mise en place d'un centre de la relation client externalise

A contract/lot is awarded: yes

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

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

21/12/2020

### **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 CAT

Postal address: 2 rue du Comte d'Artois

Town: Cambrai

NUTS code: FRE1 Nord-Pas de Calais

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 1 361 243,00 EUR

### **V.2.5. Information about subcontracting**

## **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 Strasbourg

Postal address: BP 1038

Town: Strasbourg

Postal code: 67070

Country: France

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

Telephone: +33 388212323

Fax: +33 388364466

#### **VI.4.2. Body responsible for mediation procedures**

Official name: Comité consultatif interrégional de règlement amiable des litiges relatifs aux marchés publics

Postal address: 1 rue du Préfet Erignac

Town: Nancy Cedex

Postal code: 54038

Country: France

Telephone: +33 383342523

Fax: +33 383342224

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

Official name: Tribunal administratif de Strasbourg

Town: Strasbourg

Country: France

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

21/12/2020