

**France-Les Abymes: Supply services of office personnel**

OJ S 222/2023 17/11/2023

**Contract notice****Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: caf gpe Achatpublic

National registration number: 31456082200194

Postal address: parc d'activités la Providence Zac de Dothémare

Town: Les Abymes

NUTS code: FRY10 Guadeloupe

Postal code: 97139

Country: France

E-mail: [Caf971-marches@caf.fr](mailto:Caf971-marches@caf.fr)

Telephone: +59 0590905418

**Internet address(es):**Main address: <http://www.caf.fr>Address of the buyer profile: <https://meoss.achatpublic.com/sdm/ent/gen/index.jsp>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: [https://meoss.achatpublic.com/sdm/ent/gen/ent\\_detail.do?PCSLID=CSL\\_2023\\_58UAOUxj8B](https://meoss.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_58UAOUxj8B)[PCSLID=CSL\\_2023\\_58UAOUxj8B](https://meoss.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2023_58UAOUxj8B)

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://meoss.achatpublic.com/>**I.4. Type of the contracting authority**

Other type: Il s'agit d'un organisme de droit privé soumis aux dispositions de l'ordonnance no2018-1074 du 26 novembre 2018. Le pouvoir adjudicateur est représenté par M DIVAD Patrick, le directeur.

**I.5. Main activity**

Social protection

**Section II: Object**

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

externalisation de l'accueil téléphonique

Reference number: 23AO0006

**II.1.2. Main CPV code**

79621000 Supply services of office personnel

### **II.1.3. Type of contract**

Services

### **II.1.4. Short description**

externalisation du service de l'accueil téléphonique et des ressources associées

### **II.1.5. Estimated total value**

Value excluding VAT: 1 000 000,00 EUR

### **II.1.6. Information about lots**

This contract is divided into lots: no

## **II.2. Description**

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

79621000 Supply services of office personnel

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

NUTS code: FRY10 Guadeloupe

Main site or place of performance: siège de la CAF de la Guadeloupe et de Saint-Martin

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

externalisation du service de l'accueil téléphonique et des ressources associées

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

Criteria below

Quality criterion - Name: Valeur technique / Weighting: 50

Cost criterion - Name: Prix / Weighting: 40

Cost criterion - Name: RSE / Weighting: 10

### **II.2.6. Estimated value**

Value excluding VAT: 1 000 000,00 EUR

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

Duration in months: 12

This contract is subject to renewal: yes

Description of renewals:

par tacite reconduction sans que la durée puisse excéder le 48 mois. Le titulaire ne peut s'opposer à sa reconduction. En cas de non reconduction, la décision sera notifiée au titulaire au moins 3 mois avant l'échéance

### **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: yes

## **IV.2. Administrative information**

### **IV.2.2. Time limit for receipt of tenders or requests to participate**

Date: 23/12/2023 Local time: 17:00

### **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: 3 (from the date stated for receipt of tender)

### **IV.2.7. Conditions for opening of tenders**

Date: 26/12/2023 Local time: 13:00

Place:

siège de la CAF Guadeloupe

## **Section VI: Complementary information**

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

This is a recurrent procurement: no

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

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

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

Official name: tribunal Judiciaire de Pointe-À-Pitre

Postal address: 16 Rue Dugommier

Town: Pointe A Pitre

Postal code: 97110

Country: Guadeloupe

Telephone: +59 0590896950

Internet address: <https://lannuaire.service-public.fr/guadeloupe/guadeloupe/tgi-97120-01>

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

14/11/2023