

France-Strasbourg: Supply services of office personnel
OJ S 245/2022 20/12/2022
Contract award notice
Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: cci territoriale alsace eurometropole

Postal address: 10, place Gutenberg - cS 70012

Town: Strasbourg Cedex

NUTS code: FRF1 Alsace

Postal code: 67081

Country: France

Contact person: Direction des Achats, Mme Audrey SARDINI

E-mail: Marchespublics@grandest.cci.fr

Telephone: +33 389667158

Internet address(es):

Main address: <http://www.alsace-eurometropole.cci.fr>

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

I.4. Type of the contracting authority

Body governed by public law

I.5. Main activity

Other activity: Développement des entreprises

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

externalisation des fonctions Accueil des sites CCI Campus Strasbourg et Colmar

Reference number: 2022CONSU21

II.1.2. Main CPV code

79621000 Supply services of office personnel

II.1.3. Type of contract

Services

II.1.4. Short description

né de la fusion des anciens sites de formation des CCI d'alsace, CCI Campus a une double vocation, d'opérateur de formation, mais aussi d'intérêt général, au service des entreprises. Nous souhaitons externaliser les services accueil de nos 2 sites de Colmar et Strasbourg afin :
- d'optimiser l'organisation et la gestion de l'accueil, - d'améliorer la satisfaction clients et de renforcer positivement l'image de cci campus, - de gagner en efficacité commerciale par un accueil qualitatif

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 391 819,52 EUR

II.2. Description

II.2.2. Additional CPV code(s)

79992000 Reception services, 79500000 Office-support services, 79511000 Telephone operator services

II.2.3. Place of performance

NUTS code: FRF1 Alsace

II.2.4. Description of the procurement

externalisation des fonctions Accueil des sites CCI Campus Strasbourg et Colmar : - cci campus Strasbourg, 234 avenue de Colmar 67000 STRASBOURG - cci campus Colmar, 4 rue du Rhin 68000 COLMAR La prestation comprend l'accueil des visiteurs, l'accueil téléphonique et des tâches d'intendance générale

II.2.5. Award criteria

Quality criterion - Name: Pertinence du processus de recrutement et de fidélisation du personnel / Weighting: 25

Quality criterion - Name: Efficacité dans la gestion des absences du personnel / Weighting: 15

Quality criterion - Name: Qualité des moyens humains dédiés à l'exécution des prestations (compétences dans l'accueil physique et téléphonique des agents et savoir-être) / Weighting: 15

Price - Weighting: 45

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: [2022/S 148-424030](#)

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

Lot No: 00

Title:

externalisation des fonctions Accueil des sites CCI Campus Strasbourg et Colmar

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

25/10/2022

V.2.2. Information about tenders

Number of tenders received: 5

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

V.2.3. Name and address of the contractor

Official name: phone regie

Postal address: 2 rue Wencker

Town: Strasbourg

NUTS code: FRF11 Bas-Rhin

Postal code: 67000

Country: France

Internet address: <https://www.phone-regie.com/>

The contractor is an SME: no

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

Total value of the contract/lot: 391 819,52 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

marché composite correspondant :- tranche a : Ordinaire à prix forfaitaire.- tranche b : Accord-Cadre à bons de commande avec un maximum de 5.000 euro(s) HT annuel, en application des articles L.2125-1 1°, R.2162-1 à R.2162-6, R.2162-13 et R.2162-14 du Code de la commande publique, conclu avec un opérateur économique

VI.4. Procedures for review

VI.4.1. Review body

Official name: tribunal Administratif de Strasbourg

Postal address: 31 avenue de la Paix - bP 51038

Town: Strasbourg Cedex

Postal code: 67070

Country: France

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

VI.4.2. Body responsible for mediation procedures

Official name: comités consultatifs de règlement amiable des litiges

Postal address: 1 rue Préfet Claude Erignac

Town: Nancy

Postal code: 54038

Country: France

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

Official name: tribunal Administratif de Strasbourg

Postal address: 31 avenue de la Paix - bP 51038

Town: Strasbourg Cedex

Postal code: 67070

Country: France

VI.5. Date of dispatch of this notice

15/12/2022