

**France-Valence: Telecommunications services**  
**OJ S 232/2023 01/12/2023**  
**Contract award notice**  
**Services**

**Legal Basis:**

Directive 2014/24/EU

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**Section I: Contracting authority**

**I.1. Name and addresses**

Official name: VALENCE ROMANS HABITAT  
National registration number: 27260004000013  
Postal address: 3 rue Rossini  
Town: VALENCE  
NUTS code: FRK23 Drôme  
Postal code: 26000  
Country: France  
E-mail: [a.despesse@valenceromanshabitat.fr](mailto:a.despesse@valenceromanshabitat.fr)  
Telephone: +33 475825400  
Fax: +33 475825401  
**Internet address(es):**  
Main address: <http://valenceromanshabitat.fr>

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

Regional or local authority

**I.5. Main activity**

Housing and community amenities

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**Section II: Object**

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

**II.1.1. Title**

Prestations Pour La Reception Et La Gestion Externalisee Du Service De Relation Client Et Asrtreinte  
Reference number: 23fs-Sa-0783-T

**II.1.2. Main CPV code**

64200000 Telecommunications services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

Dans le cadre de la continuité de services auprès de nos locataires, mise en place d'un Centre de Relation Clientèle externe pendant et hors heures d'ouverture

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 880 656,00 EUR

## **II.2. Description**

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

64200000 Telecommunications services

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

NUTS code: FRK Auvergne-Rhône-Alpes

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

Dans le cadre de la continuité de services auprès de nos locataires, mise en place d'un Centre de Relation Clientèle externe pendant et hors heures d'ouverture

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

Quality criterion - Name: Valeur technique de l'offre appréciée à l'aide du mémoire technique /

Weighting: 70

Price - Weighting: 30

### **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**

#### **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: [2023/S 181-567155](#)

#### **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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A contract/lot is awarded: yes

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

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

28/11/2023

**V.2.2. Information about tenders**

Number of tenders received: 3

Number of tenders received by electronic means: 3

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

**V.2.3. Name and address of the contractor**

Official name: SOFRATEL CENTRE D'ACCUEIL TELEPHONIQUE

Postal address: 2 Rue Comte d'Artois

Town: CAMBRAI

NUTS code: FRE11 Nord

Postal code: 59400

Country: France

The contractor is an SME: no

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

Total value of the contract/lot: 880 656,00 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 Grenoble

Postal address: 2 Place de Verdun

Town: Grenoble

Postal code: 38022

Country: France

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

Telephone: +33 476429000

Fax: +33 476422269

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

Official name: Tribunal administratif de Grenoble

Postal address: 2 Place de Verdun

Town: Grenoble

Postal code: 38022

Country: France

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

Telephone: +33 476429000

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

28/11/2023