

France-Paris: Telephone operator services

OJ S 245/2023 20/12/2023

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

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: assistance publique hopitaux de paris

National registration number: 26750045201928

Postal address: 1, avenue Claude VELLEFAUX, Paris Cedex 10

Town: Paris

NUTS code: FR101 Paris

Postal code: 75475

Country: France

E-mail: Ziara.saroumi@aphp.fr**Internet address(es):**Main address: <https://aphp.fr>Address of the buyer profile: <https://www.marches-publics.gouv.fr/index.php?page=Agent.PubliciteConsultation&id=MjAwOTU5MA==>**I.3. Communication**The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.marches-publics.gouv.fr/index.php?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2440306&orgAcronyme=x7c>

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/index.php?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2440306&orgAcronyme=x7c>Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.marches-publics.gouv.fr/index.php?page=Agent.PubliciteConsultation&id=MjMxNTU3NA==>**I.4. Type of the contracting authority**

Body governed by public law

I.5. Main activity

Health

Section II: Object

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

prises de rendez-vous pour les consultations a L'Hopital r. Debre

II.1.2. Main CPV code

79511000 Telephone operator services

II.1.3. Type of contract

Services

II.1.4. Short description

prestations d'accueil téléphonique et de gestion d'appels téléphoniques relatives à la prise de rendez-vous pour les consultations à l'hôpital universitaire Robert DEBRE, établissement du Groupe Hospitalier Universitaire Paris Nord de l'assistance Publique des Hôpitaux de Paris - aPHP

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: FR101 Paris

Main site or place of performance: hôpital Robert DEBRE

II.2.4. Description of the procurement

réalisation des prestations d'accueil téléphonique et de gestion d'appels téléphoniques relatives à la prise de rendez-vous pour les consultations à l'hôpital universitaire Robert DEBRE, établissement du Groupe Hospitalier Universitaire Paris Nord de l'assistance Publique des Hôpitaux de Paris (Aphp)

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:

la durée d'exécution est de 2 ans assortie d'une possibilité de reconduction tacite à 2 reprises à la date anniversaire pour une durée d'un an chaque fois, soit une durée maximum de 4 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

services de standard téléphonique

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:
voir Règlement de consultation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

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: 31/01/2024 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.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 8 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 01/02/2024 Local time: 14:00

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: tribunal Administratif de Paris

Postal address: ta de Paris, 7, rue Jouy, Paris Cedex 04

Town: Paris

Postal code: 75181

Country: France

E-mail: Grefte.ta-paris@juradm.fr

Telephone: +33 144594400

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

VI.5. Date of dispatch of this notice

15/12/2023