

**France-Clermont-Ferrand: Helpdesk and support services**  
**OJ S 248/2023 26/12/2023**  
**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: clermont Auvergne Métropole

Postal address: 64-66 avenue de l'union Soviétique BP 231

Town: Clermont Ferrand

NUTS code: FRK14 Puy-de-Dôme

Postal code: 63007

Country: France

E-mail: [service-commande-publique@clermontmetropole.eu](mailto:service-commande-publique@clermontmetropole.eu)

Telephone: +33 0473983400

Fax: +33 0473983625

**Internet address(es):**

Main address: <http://clermontmetropole.eu>

Address of the buyer profile: <http://marchespublics-clermontmetropole.safetender.com>

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

Regional or local authority

**I.5. Main activity**

General public services

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**Section II: Object**

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

**II.1.1. Title**

gestion des dossiers de demandes d'aide financière au Fonds de solidarité Logement "Eau et Energie"

Reference number: 2023CM-SRV107

**II.1.2. Main CPV code**

72253000 Helpdesk and support services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

voir CCTP

**II.1.6. Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 120 000,00 EUR

#### **II.2. Description**

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

72253000 Helpdesk and support services

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

NUTS code: FRK14 Puy-de-Dôme

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

voir CctpMontant minimum annuel : 10 000euro(s) HtMontant maximum annuel : 30 000euro (s) (H.T.).

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

Price

##### **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

###### **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 122-386938](#)

###### **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:** 23SF147

**Title:**

gestion des dossiers de demandes D'Aide financière au fonds de solidarité logement eau et énergie

A contract/lot is awarded: yes

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

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

05/12/2023

### **V.2.2. Information about tenders**

Number of tenders received: 1

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

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

Official name: association cecler

National registration number: 39762451100044

Postal address: 13 rue condordet

Town: Clermont Ferrand

NUTS code: FRK14 Puy-de-Dôme

Postal code: 63000

Country: France

E-mail: [Association@ceclerc.fr](mailto:Association@ceclerc.fr)

Telephone: +33 0428701868

Internet address: <https://cecler.fr>

The contractor is an SME: yes

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

Total value of the contract/lot: 120 000,00 EUR

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

## **Section VI: Complementary information**

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

marche no23sf147 - aFFAIRE no2023cm-Srv107 - la durée du marché est de douze mois reconductible trois fois à compter du 1er JANVIER 2024. Le prix N'Est pas le seul critère D'Attribution et tous les critères sont énoncés uniquement dans les documents du marché

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

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

Official name: tribunal administratif de Clermont-Ferrand

Postal address: 6 Cours Sablon

Town: Clermont Ferrand

Postal code: 63000

Country: France

Telephone: +33 0473146100

Fax: +33 0473146100

Internet address: [http://www.conseil-etat.fr/ta/clermont\\_ferrand/](http://www.conseil-etat.fr/ta/clermont_ferrand/)

#### **VI.4.2.**

**Body responsible for mediation procedures**

Official name: comité consultatif interrégional de règlement amiable des différends ou litiges relatifs aux marchés publics

Postal address: 79 cours Charlemagne

Town: Lyon

Postal code: 69002

Country: France

Telephone: +33 0345218243

Fax: +33 0345218243

Internet address: [http://www.economie.gouv.fr/themes/marches\\_publics/ccra/index.htm](http://www.economie.gouv.fr/themes/marches_publics/ccra/index.htm)

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

Official name: tribunal administratif de Clermont-Ferrand

Postal address: 6 Cours Sablon

Town: Clermont Ferrand

Postal code: 63000

Country: France

Telephone: +33 0473146100

Fax: +33 0473146100

Internet address: [http://www.conseil-etat.fr/ta/clermont\\_ferrand/](http://www.conseil-etat.fr/ta/clermont_ferrand/)

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

21/12/2023