

# 106706-2026 - Competition

France – Telephone operator services – Assistance téléphonique de niveau 1 et SVI

OJ S 31/2026 13/02/2026

Contract or concession notice – standard regime

Services

## 1. Buyer

---

### 1.1. Buyer

Official name: Agence régionale du numérique et de l'intelligence artificielle

Email: [contact@arnia-bfc.fr](mailto:contact@arnia-bfc.fr)

Legal type of the buyer: Group of public authorities

Activity of the contracting authority: General public services

## 2. Procedure

---

### 2.1. Procedure

Title: Assistance téléphonique de niveau 1 et SVI

Description: Assistance téléphonique de niveau 1 et SVI

Procedure identifier: 54319fa3-d1d1-4a05-af34-7cf5b96eadc4

Internal identifier: ARNIA1044S

Type of procedure: Open

The procedure is accelerated: no

#### 2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

#### 2.1.2. Place of performance

Country subdivision (NUTS): Côte-d'Or (FRC11)

Country: France

#### 2.1.4. General information

**Legal basis:**

Directive 2014/24/EU

#### 2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

## 5. Lot

---

### 5.1. Lot: LOT-0001

Title: Assistance téléphonique de niveau 1 et SVI

Description: Assistance téléphonique de niveau 1 et SVI

Internal identifier: 0

#### 5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79511000 Telephone operator services

#### **5.1.2. Place of performance**

Country subdivision (NUTS): Côte-d'Or (FRC11)

Country: France

#### **5.1.3. Estimated duration**

Duration: 12 Months

#### **5.1.4. Renewal**

Maximum renewals: 3

#### **5.1.6. General information**

##### **Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): yes

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

#### **5.1.9. Selection criteria**

Sources of selection criteria: European Single Procurement Document (ESPD)

#### **5.1.11. Procurement documents**

Address of the procurement documents: <https://marches.ternum-bfc.fr/entreprise/consultation/688912?orgAcronyme=w0d>

#### **5.1.12. Terms of procurement**

##### **Terms of submission:**

Electronic submission: Required

Address for submission: <https://marches.ternum-bfc.fr/entreprise/consultation/688912?orgAcronyme=w0d>

Languages in which tenders or requests to participate may be submitted: French

Electronic catalogue: Not allowed

Advanced or qualified electronic signature or seal (as defined in Regulation (EU) No 910/2014) is required

Variants: Not allowed

Deadline for receipt of tenders: 13/03/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 3 Months

##### **Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Legal form that must be taken by a group of tenderers that is awarded a contract: Solidaire

#### **5.1.15. Techniques**

##### **Framework agreement:**

Framework agreement, without reopening of competition

Maximum number of participants: 1

##### **Information about the dynamic purchasing system:**

No dynamic purchase system

#### **5.1.16. Further information, mediation and review**

Review organisation: Tribunal administratif de Dijon  
Information about review deadlines: voir documents de la consultation  
Organisation providing additional information about the procurement procedure: Agence régionale du numérique et de l'intelligence artificielle  
Organisation providing offline access to the procurement documents: Agence régionale du numérique et de l'intelligence artificielle  
Organisation receiving requests to participate: Agence régionale du numérique et de l'intelligence artificielle  
Organisation processing tenders: Agence régionale du numérique et de l'intelligence artificielle

## 8. Organisations

---

### 8.1. ORG-0001

Official name: Agence régionale du numérique et de l'intelligence artificielle  
Registration number: 13000493000025  
Postal address: 3 bis rue de Suzon  
Town: DIJON  
Postcode: 21000  
Country subdivision (NUTS): Côte-d'Or (FRC11)  
Country: France  
Contact point: Mathias MURMYLO  
Email: [contact@arnia-bfc.fr](mailto:contact@arnia-bfc.fr)  
Telephone: +33 970609909  
Internet address: [www.arnia-bfc.fr](http://www.arnia-bfc.fr)

#### **Roles of this organisation:**

Buyer  
Organisation providing additional information about the procurement procedure  
Organisation providing offline access to the procurement documents  
Organisation receiving requests to participate  
Organisation processing tenders

### 8.1. ORG-0002

Official name: Tribunal administratif de Dijon  
Registration number: 17210005900010  
Postal address: 22 rue d'Assas  
Town: DIJON  
Postcode: 21000  
Country subdivision (NUTS): Côte-d'Or (FRC11)  
Country: France  
Internet address: <https://dijon.tribunal-administratif.fr/>

#### **Roles of this organisation:**

Review organisation

## Notice information

---

Notice identifier/version: f20642ae-2318-4cc8-af5c-df4bc4399fb7 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16

Notice dispatch date: 11/02/2026 19:08:40 (UTC+01:00) Central European Time, Western European Summer Time  
Languages in which this notice is officially available: French  
Notice publication number: 106706-2026  
OJ S issue number: 31/2026  
Publication date: 13/02/2026