

188218-2026 - Competition

France – Software maintenance and repair services – Accord-cadre à bons de commande marchés subséquents mono-attributaire - Maintenance logicielle et matérielle des équipements et logiciels de communications vocales

OJ S 54/2026 18/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Compagnie Nationale du Rhône

Email: matteo-externe.perrin@cnr.tm.fr

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Accord-cadre à bons de commande marchés subséquents mono-attributaire -

Maintenance logicielle et matérielle des équipements et logiciels de communications vocales

Description: La CNR utilise un IPBX Alcatel-Lucent pour ses communications vocales et s'est doté d'un écosystème autour de celui-ci pour la Gestion des Communications Vocales (GCV) du Centre de Gestion de la Navigation (CGN). La CNR souhaite mettre en place un accord-cadre pour les prestations de maintenance des équipements et logiciels de communications vocales.

Procedure identifier: 26263e21-08e6-44e7-84fb-9a67fe0fc66b

Internal identifier: 26-040 - AOF_084048

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267000 Software maintenance and repair services

Additional classification (cpv): 50312610 Maintenance of information technology equipment

2.1.2. Place of performance

Postal address: 2 rue André Bonin

Town: Lyon

Postcode: 69004

Country subdivision (NUTS): Rhône (FRK26)

Country: France

2.1.3. Value

Estimated value excluding VAT: 4 000 000,00 EUR

2.1.4. General information

Additional information: Un accord-cadre mono attributaire de 5 ans ferme et 3 renouvellements tacites de 1 an (durée maximum 8 ans) Lot unique (La dévolution en lots séparés est de

nature à restreindre la concurrence ou risque de rendre techniquement difficile ou financièrement plus coûteuse l'exécution des prestations) Montant maximum de l'accord cadre : 4 000 000 euros.

Legal basis:

Directive 2014/25/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Notice

Breaching of obligations in the fields of labour law:

Corruption:

Child labour and including other forms of trafficking in human beings:

Agreements with other economic operators aimed at distorting competition:

Breaching of obligations in the fields of environmental law:

Fraud:

5. Lot

5.1. Lot: LOT-0001

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5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72267000 Software maintenance and repair services

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5.1.2. Place of performance

Postal address: 2 rue andré bonin

Town: Lyon

Postcode: 69004

Country subdivision (NUTS): Rhône (FRK26)

Country: France

5.1.3. Estimated duration

Duration: 96 Months

5.1.4. Renewal

Maximum renewals: 3

5.1.5. Value

Maximum value of the framework agreement: 4 000 000,00 EUR

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Not yet known

Procurement Project not financed with EU Funds.

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

Additional information: L'ensemble des informations de la procédure sont disponibles sur le profil acheteur Masaï : <https://portal.cnr.oalia.com/portal>

5.1.9. Selection criteria

Sources of selection criteria: Notice

Criterion: Other economic or financial requirements

Description of selection criterion: Voir AAPC disponible sur la plateforme Masaï

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Maximum number of candidates to be invited for the second stage of the procedure: 4

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10. Award criteria

Description of the method to be used if weighting cannot be expressed by criteria: Le prix n'est pas le seul critère d'attribution et tous les critères sont énoncés uniquement dans les documents du marché

5.1.11. Procurement documents

Languages in which the procurement documents (or their parts) are unofficially available: French

Address of the procurement documents: <https://portal.cnr.oalia.com/portal>

Ad hoc communication channel:

Name: Masaï

URL: <https://portal.cnr.oalia.com/portal>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://portal.cnr.oalia.com/portal>

Description: En cas de dysfonctionnement quelconque, contactez directement notre hotline SI Achats_SI_CNR@cnr.tm.fr ou au 0472006161

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 20/04/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Terms of contract:

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

Conditions relating to the performance of the contract: CPA / CGA

Legal form that must be taken by a group of tenderers that is awarded a contract: Voir AAPC sur Masaï

Financial arrangement: Montant maximum de l'accord-cadre : 4 000 000 euros

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Tribunal Judiciaire de LYON

Review organisation: Tribunal Judiciaire de LYON

Information about review deadlines: Tribunal judiciaire de LYON - Le référé précontractuel conformément aux articles 14411 et 14412 du code de procédure civile qui peut être exercé jusqu'à la signature du marché ou le référé contractuel conformément aux articles 14413,144131 et 14413 de ce même code.

Organisation providing additional information about the procurement procedure: Compagnie Nationale du Rhône

Organisation providing more information on the review procedures: Tribunal Judiciaire de LYON

Organisation receiving requests to participate: Compagnie Nationale du Rhône

Organisation processing tenders: Compagnie Nationale du Rhône

8. Organisations

8.1. ORG-0001

Official name: Compagnie Nationale du Rhône

Registration number: 957 520 901

Department: Direction Des Achats

Postal address: 2 rue André Bonin

Town: Lyon

Postcode: 69004

Country subdivision (NUTS): Rhône (FRK26)

Country: France

Email: matteo-externe.perrin@cnr.tm.fr

Telephone: +33426106391

Internet address: <https://www.cnr.tm.fr/>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation receiving requests to participate

Organisation processing tenders

8.1. ORG-0002

Official name: Tribunal Judiciaire de LYON

Registration number: 176 901 114 00403

Postal address: 67 rue Servient

Town: Lyon

Postcode: 69433

Country subdivision (NUTS): Rhône (FRK26)

Country: France

Email: matteo-externe.perrin@cnr.tm.fr

Telephone: +33426106391

Internet address: <https://www.justice.fr/annuaire/tribunal-judiciaire-lyon>

Roles of this organisation:

Review organisation
Organisation providing more information on the review procedures
Mediation organisation

8.1. **ORG-0000**

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: 8a6c6113-7f7b-42d7-8c83-c59e6791a913 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

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