

190459-2026 - Competition

France – Market and economic research; polling and statistics – Prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau

OJ S 55/2026 19/03/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: SEDIF

Email: sedif@sedif.com

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau

Description: La consultation a pour objet la conclusion d'un accord-cadre à bons de commande et à marchés subséquents pour des prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau et la réalisation d'enquêtes récurrentes ou ponctuelles sur différentes cibles.

Procedure identifier: 884d4d8a-cc6b-4173-98cc-986fa5ccdb33

Internal identifier: 2026_CRA_01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311210 Telephone survey services, 79311000 Survey services

2.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Seine-et-Marne (FR102)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Essonne (FR104)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Yvelines (FR103)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Seine-Saint-Denis (FR106)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Hauts-de-Seine (FR105)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Val-d'Oise (FR108)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Val-de-Marne (FR107)

Country: France

2.1.3. Value

Maximum value of the framework agreement: 880 000,00 EUR

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: Prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau

Description: La consultation a pour objet la conclusion d'un accord-cadre à bons de commande et à marchés subséquents pour des prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau et la réalisation d'enquêtes récurrentes ou ponctuelles sur différentes cibles.

Internal identifier: 2026_CRA_01

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311210 Telephone survey services, 79311200 Survey conduction services, 79311000 Survey services

5.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Hauts-de-Seine (FR105)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Seine-Saint-Denis (FR106)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Val-d'Oise (FR108)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Val-de-Marne (FR107)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Yvelines (FR103)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Essonne (FR104)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Seine-et-Marne (FR102)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 3

5.1.5. Value

Maximum value of the framework agreement: 880 000,00 EUR

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

Additional information: L'accord-cadre est passé pour une durée établie d'un an, renouvelable, par tacite reconduction, trois fois une année sans dépasser quatre ans, à compter de la date de notification. Il est conclu pour un montant minimum annuel de 120 000 € H.T et maximum annuel de 220 000 € H.T. La donnée renseignée au champ BT-113-Lot Nombre maximum de participants à l'accord-cadre constitue une donnée technique qui n'a aucune valeur juridique.

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Valeur technique (article 6.2 du RC)

Category of award weight criterion: Weight (points, exact)

Award criterion number: 70

Criterion:

Type: Price

Description: Prix (article 6.2 du RC)

Category of award weight criterion: Weight (points, exact)

Award criterion number: 30

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: French

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

Address of the procurement documents: <https://marches.maximilien.fr/entreprise/consultation/933371?orgAcronyme=sedif>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://marches.maximilien.fr/entreprise/consultation/933371?orgAcronyme=sedif>

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: 24/04/2026 12:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 6 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: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 5 000

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: CCIRA de paris

Review organisation: Tribunal administratif de Paris

Information about review deadlines: voir documents de la consultation

Organisation providing additional information about the procurement procedure: SEDIF

Organisation providing offline access to the procurement documents: SEDIF

Organisation receiving requests to participate: SEDIF

Organisation processing tenders: SEDIF

8. Organisations

8.1. ORG-0001

Official name: SEDIF

Registration number: 25750001700039
Postal address: 79 boulevard Saint-Germain
Town: PARIS
Postcode: 75006
Country subdivision (NUTS): Paris (FR101)
Country: France
Contact point: SEDIF
Email: sedif@sedif.com
Telephone: +33 153454242
Internet address: <https://www.sedif.com/>

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 Paris
Registration number: 17750005500013
Postal address: 7 rue de Jouy
Town: PARIS
Postcode: 75181
Country subdivision (NUTS): Paris (FR101)
Country: France
Internet address: <http://www.paris.tribunal-administratif.fr>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: CCIRA de paris
Registration number: 17750000600024
Postal address: 5 rue Leblanc
Town: Paris
Postcode: 75911
Country subdivision (NUTS): Paris (FR101)
Country: France
Contact point: Préfecture de la région Île-de-France - Préfecture de Paris Direction des affaires juridiques
Email: ccira@paris-idf.gouv.fr

Roles of this organisation:

Mediation organisation

Notice information

Notice identifier/version: ebacbf95-3eca-4e4c-88f1-cf8f259afa10 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16

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