

221699-2026 - Competition

France – Reception services – EXTERNALISATION DE LA PRESTATION D'ACCUEIL PHYSIQUE ET TELEPHONIQUE

OJ S 63/2026 31/03/2026

Contract or concession notice – standard regime - Change notice
Services

1. Buyer

1.1. Buyer

Official name: Coallia

Email: agnella.oxybel@coallia.org

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: EXTERNALISATION DE LA PRESTATION D'ACCUEIL PHYSIQUE ET TELEPHONIQUE

Description: La présente consultation a pour objet l'externalisation de prestations d'accueil physique et téléphonique au bénéfice de COALLIA. La description des prestations ainsi que leurs spécifications techniques sont indiquées aux Cahier des Clauses Techniques Particulières (CCTP). La description des spécifications administratives sont décrites au Cahier des clauses administratives particulière (CCAP).

Procedure identifier: de58776e-621c-4128-ba1d-43a062afce7b

Internal identifier: 2026-21

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

Additional classification (cpv): 79511000 Telephone operator services

2.1.2. Place of performance

Postal address: 16-18 COUR SAINT ELOI

Town: PARIS

Postcode: 75012

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: EXTERNALISATION DE LA PRESTATION D'ACCUEIL PHYSIQUE ET TELEPHONIQUE

Description: La présente consultation a pour objet l'externalisation de prestations d'accueil physique et téléphonique au bénéfice de COALLIA. La description des prestations ainsi que leurs spécifications techniques sont indiquées aux Cahier des Clauses Techniques Particulières (CCTP). La description des spécifications administratives sont décrites au Cahier des clauses administratives particulière (CCAP).

Internal identifier: 2026-21

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79992000 Reception services

Additional classification (cpv): 79511000 Telephone operator services

5.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: https://coallia.e-marchespublics.com/pack/annonce_marche_public_7152_1153645.html

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: <https://COALLIA.e-marchespublics.com>

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

Electronic catalogue: Allowed

Deadline for receipt of tenders: 24/04/2026 12:00:00 (UTC+02:00) Eastern European Time, Central 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: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, with reopening of competition

Maximum number of participants: 0

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal judiciaire de Paris

Organisation providing additional information about the procurement procedure: Coallia

Organisation providing more information on the review procedures: Tribunal judiciaire de Paris

8. Organisations

8.1. ORG-0001

Official name: Coallia

Registration number: 77568030900611

Postal address: 16 18 Cour Saint Eloi

Town: PARIS

Postcode: 75012

Country subdivision (NUTS): Paris (FR101)

Country: France

Email: agnella.oxybel@coallia.org

Telephone: 01 85 34 32 30

Internet address: <https://www.coallia.fr>

Buyer profile: <https://coallia.e-marchespublics.com>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

8.1. ORG-0002

Official name: Tribunal judiciaire de Paris

Registration number: 177 501 111 01763

Town: PARIS

Postcode: 75017

Country subdivision (NUTS): Paris (FR101)

Country: France

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0000

Official name: DEMATIS

Registration number: 45072478600030

Town: Paris

Postcode: 75015

Country subdivision (NUTS): Paris (FR101)

Country: France

Email: contact@dematis.com

Telephone: +33 172365548

Internet address: www.dematis.com

Roles of this organisation:

TED eSender

10. Change

Version of the previous notice to be changed

:

659a8826-38f9-4e70-aac3-0246089248e0-01

10.1. Change

Section identifier: PROCEDURE

Description of changes: Lieu d'exécution des prestations : 16-18 COUR SAINT ELOI 75012 PARIS

Notice information

Notice identifier/version: 97e76ac4-40e6-448b-ba11-a0fbad2ae56e - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 30/03/2026 11:30:08 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: French

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OJ S issue number: 63/2026

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