

235054-2026 - Result

France – Computer-related professional services – MISE EN PLACE ET MAINTIEN OPERATIONNEL D'UN CENTRE DE CONTACT

OJ S 67/2026 07/04/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: KEDGE BUSINESS SCHOOL

Email: pole.achats@kedgebs.com

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Education

2. Procedure

2.1. Procedure

Title: MISE EN PLACE ET MAINTIEN OPERATIONNEL D'UN CENTRE DE CONTACT

Description: Cette consultation a pour objet la mise en place d'un accord-cadre portant sur la mise en oeuvre et le maintien opérationnel d'un centre de contact Amazon Connect

Procedure identifier: bd28549a-8e42-4504-ba4a-c8fced92521d

Internal identifier: Centre de contact

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72590000 Computer-related professional services

Additional classification (cpv): 72200000 Software programming and consultancy services, 79512000 Call centre

2.1.3. Value

Estimated value excluding VAT: 330 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

5. Lot

5.1. Lot: LOT-0000

Title: MISE EN PLACE ET MAINTIEN OPERATIONNEL D'UN CENTRE DE CONTACT

Description: Cette consultation a pour objet la mise en place d'un accord-cadre portant sur la mise en oeuvre et le maintien opérationnel d'un centre de contact Amazon Connect

Internal identifier: S-PF-1769957

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72590000 Computer-related professional services
Additional classification (cpv): 72200000 Software programming and consultancy services,
79512000 Call centre

5.1.3. Estimated duration

Start date: 31/03/2026

Duration: 72 Months

5.1.4. Renewal

Maximum renewals: 4

Other information about renewals: Le marché est tacitement reconductible par période de 12 mois, à la date d'anniversaire de sa notification, dans la limite de 48 mois (soit 4 ans) pour les périodes de reconduction

5.1.6. General information

Procurement Project not financed with EU Funds.

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

Information about previous notices:

Identifier of the previous notice: 59594-2026

5.1.7. Strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Technique

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

Award criterion number: 50

Criterion:

Type: Quality

Description: Prise en compte de la notion de développement durable

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

Award criterion number: 10

Criterion:

Type: Price

Description: Prix

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

Award criterion number: 40

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

Review organisation: Tribunal administratif de Bordeaux

Organisation providing more information on the review procedures: Tribunal administratif de Bordeaux

6. Results

Maximum value of the framework agreements in this notice: 330 000,00 EUR

6.1. Result lot identifier: LOT-0000

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 330 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: LOUD TECHNOLOGY

Tender:

Tender identifier: TEN-0001

Identifier of lot or group of lots: LOT-0000

Value of the tender: 330 000,00 EUR

The tender is a variant: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: 202643010d029

Title: Mise En Place Et Maintien Operationnel D'Un Centre De Contact

Date of the conclusion of the contract: 02/04/2026

The contract is awarded within a framework agreement: no

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from micro, small or medium tenderers

Number of tenders or requests to participate received: 1

Type of received submissions: Tenders from tenderers registered in other European Economic Area countries than the country of the buyer

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders from tenders registered in countries outside of the European Economic Area

Number of tenders or requests to participate received: 0

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: 0F2E43F3-FAB4-9098-86305BEF9251F9D4

Town: Seyssinet-Pariset

Postcode: 38170

Country subdivision (NUTS): Isère (FRK24)

Country: France

Email: publications-joue@aws-france.com

Telephone: +33480041260

Roles of this organisation:

TED eSender

8.1. ORG-0002

Official name: KEDGE BUSINESS SCHOOL

Registration number: 53161

Postal address: 680 Cours de la Libération

Town: Talence

Postcode: 33405

Country subdivision (NUTS): Gironde (FRI12)

Country: France

Contact point: Beurnier Jean-Daniel

Email: pole.achats@kedgebs.com

Telephone: 0556845555

Internet address: <http://www.kedge.edu>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: Tribunal administratif de Bordeaux

Registration number: 0F2E4436-C9E1-9BF6-12FC8BD896C4FEE0

Postal address: 9 Rue Tastet

Town: Bordeaux

Postcode: 33063

Country subdivision (NUTS): Gironde (FRI12)

Country: France

Email: greffe.ta-bordeaux@juradm.fr

Telephone: 0556993800

Fax: 0556243903

Roles of this organisation:

Review organisation

8.1. ORG-0004

Official name: Tribunal administratif de Bordeaux

Registration number: 0F2E4476-D755-0564-FE918FEC46EAEB7C

Postal address: 9 Rue Tastet

Town: Bordeaux

Postcode: 33063

Country subdivision (NUTS): Gironde (FRI12)

Country: France

Email: greffe.ta-bordeaux@juradm.fr

Telephone: 0556993800

Fax: 0556243903

Roles of this organisation:

Organisation providing more information on the review procedures

8.1. ORG-0005

Official name: LOUD TECHNOLOGY

Size of the economic operator: Micro, small, or medium

Registration number: 1769957-1-0-1

Postal address: 16 Place Des Quinconces

Town: Bordeaux

Postcode: 33000
Country subdivision (NUTS): Gironde (FRI12)
Country: France
Email: yann.raffin@loud-technology.com
Telephone: 06 25 21 18 96

Roles of this organisation:

Tenderer

Beneficial owner:

Nationality of the owner: France

Winner of these lots: LOT-0000

Notice information

Notice identifier/version: caee6859-9ee9-4af7-9329-2c75e7107015 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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