

236011-2026 - Competition

France – System and support services – Maintenance des solutions de Téléphonie et de relation client et services associés • Lot 1 : Prestations pour la solution de Téléphonie TOIP ALCATEL •

Lot 2 : Prestations pour la solution de Relation Usager KIAMO

OJ S 67/2026 07/04/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: A.S.P.

Email: appui-mp@asp.gouv.fr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Maintenance des solutions de Téléphonie et de relation client et services associés • Lot 1 : Prestations pour la solution de Téléphonie TOIP ALCATEL • Lot 2 : Prestations pour la solution de Relation Usager KIAMO

Description: Maintenance des solutions de Téléphonie et de relation client et services associés • Lot 1 : Prestations pour la solution de Téléphonie TOIP ALCATEL • Lot 2 : Prestations pour la solution de Relation Usager KIAMO

Procedure identifier: 88b0fbee-a0a5-4998-8813-2e9e350de458

Internal identifier: MP26-01

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: budget de l'établissement - clause de réexamen -

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

2.1.2. Place of performance

Country subdivision (NUTS): Haute-Vienne (FRI23)

Country: France

2.1.3. Value

Estimated value excluding VAT: 1 100 000,00 EUR

2.1.4. General information

Additional information: En application des dispositions de l'article L2112-2 du Code de la Commande Publique, l'exécution du marché comporte une clause sociale d'insertion et de promotion de l'emploi optionnelle

Legal basis:

Directive 2014/24/EU

Sans objet

Applicable cross-border law: Sans objet

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Prestations pour la solution de Téléphonie TOIP ALCATEL

Description: Poste 1 : Prestations forfaitaires de maintenance préventive, curative et corrective du parc ma-tériel / logiciel existant à la notification du marché• Poste 2 : Prestations ponctuelles sur table de prix à bons de commande : Évolution des services Prestations de services complémentaires Fourniture de matériels/licences Maintenance associée de ces nouveaux matériels/licences

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72250000 System and support services

Options:

Description of the options: clause de réexamen - durée ferme de 36 mois

5.1.2. Place of performance

Country subdivision (NUTS): Haute-Vienne (FRI23)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 1

5.1.5. Value

Estimated value excluding VAT: 800 000,00 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

Additional information: Clause optionnelle d'heures d'insertion

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Deadline for requesting additional information: 19/05/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.marches-publics.gouv.fr/?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2965418&orgAcronyme=b4n>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.marches-publics.gouv.fr/?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2965418&orgAcronyme=b4n>

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

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 28/05/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 180 Days

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

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

Mediation organisation: Tribunal administratif de Limoges

Review organisation: Tribunal administratif de Limoges

Information about review deadlines: - le référé pré-contractuel (article L551-1 du CJA), jusqu'à la signature du marché ; - le référé contractuel (article L551-13 du CJA), dans un délai de 31 jours à compter de la publication de l'avis d'attribution du marché ou à compter de la notification de la conclusion d'un marché subséquent, le cas échéant ; - le recours en contestation de la validité du contrat, dans les deux mois à compter de la publication de l'avis d'attribution du marché ou à compter de la notification de la conclusion d'un marché subséquent, le cas échéant.

Organisation providing additional information about the procurement procedure: A.S.P.

Organisation providing offline access to the procurement documents: A.S.P.

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

Organisation receiving requests to participate: A.S.P.

Organisation processing tenders: A.S.P.

5.1. Lot: LOT-0002

Title: Prestations pour la solution de Relation Usager KIAMO (CONNECTEO)

Description: Poste 1 : Prestations forfaitaires de maintenance préventive, curative et corrective du parc ma-tériel / logiciel existant à la notification du marché• Poste 2 : Prestations

ponctuelles sur table de prix à bons de commande : Évolution des services Prestations de services complémentaires Fourniture de matériels/licences Maintenance associée de ces nouveaux matériels/licences

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64200000 Telecommunications services

Options:

Description of the options: durée ferme de 36 mois - reconduction 1fois pour 12 mois - clause de réexamen

5.1.2. Place of performance

Country subdivision (NUTS): Haute-Vienne (FRI23)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

5.1.5. Value

Estimated value excluding VAT: 400 000,00 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

Additional information: Clause optionnelle d'heures d'insertion

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Deadline for requesting additional information: 19/05/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Address of the procurement documents: <https://www.marches-publics.gouv.fr/?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2965418&orgAcronyme=b4n>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.marches-publics.gouv.fr/?page=Entreprise.EntrepriseAdvancedSearch&AllCons&id=2965418&orgAcronyme=b4n>

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

Electronic catalogue: Allowed

Variants: Not allowed

Deadline for receipt of tenders: 28/05/2026 12:00:00 (UTC+00:00) Western European Time, GMT

Duration during which the tender must remain valid: 180 Days

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

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 2

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: Tribunal administratif de Limoges

Review organisation: Tribunal administratif de Limoges

Information about review deadlines: Les recours susceptibles d'être formés pour contester la passation du marché sont les suivants : - le référé pré-contractuel (article L551-1 du CJA), jusqu'à la signature du marché ; - le référé contractuel (article L551-13 du CJA), dans un délai de 31 jours à compter de la publication de l'avis d'attribution du marché ou à compter de la notification de la conclusion d'un marché subséquent, le cas échéant ; - le recours en contestation de la validité du contrat, dans les deux mois à compter de la publication de l'avis d'attribution du marché ou à compter de la notification de la conclusion d'un marché subséquent, le cas échéant.

Organisation providing additional information about the procurement procedure: A.S.P.

Organisation providing offline access to the procurement documents: A.S.P.

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

Organisation receiving requests to participate: A.S.P.

Organisation processing tenders: A.S.P.

8. Organisations

8.1. ORG-0001

Official name: A.S.P.

Registration number: 13000637200010

Department: 87

Postal address: 2 RUE DU MAUPAS

Town: LIMOGES

Postcode: 87000

Country subdivision (NUTS): Haute-Vienne (FRI23)

Country: France

Contact point: Laure LIZEAUX

Email: appui-mp@asp.gouv.fr

Telephone: +33555120769

Internet address: <https://www.asp-public.fr>

Information exchange endpoint (URL): <https://www.marches-publics.gouv.fr/?page=Entreprise.AccueilEntreprise>

Buyer profile: <https://www.marches-publics.gouv.fr/entreprise>

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 Limoges

Registration number: 17870005000010

Department: 87

Postal address: 2 cours Bugeaud

Town: Limoges

Postcode: 87000

Country subdivision (NUTS): Haute-Vienne (FRI23)

Country: France

Email: www.greffe.ta-greffe@juradm.fr

Internet address: www.greffe.ta-greffe@juradm.fr

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Mediation organisation

Notice information

Notice identifier/version: cdcabe67-a228-40a6-95d5-ec404728370f - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 03/04/2026 07:34:41 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: French

Notice publication number: 236011-2026

OJ S issue number: 67/2026

Publication date: 07/04/2026