

307285-2026 - Competition

France – Call centre – Traitement des appels téléphoniques du PRC de Haute-Savoie HABITAT pour répondre aux sollicitations des locataires de l'ensemble du parc locatif

OJ S 86/2026 05/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: HAUTE-SAVOIE HABITAT

Email: marches@oph74.fr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Traitement des appels téléphoniques du PRC de Haute-Savoie HABITAT pour répondre aux sollicitations des locataires de l'ensemble du parc locatif

Description: Traitement externalisé des appels téléphoniques du Pôle Relation Clients (PRC) de Haute-Savoie HABITAT, pendant les jours et heures ouvrés, pour répondre aux sollicitations des locataires de l'ensemble du parc locatif et des parties prenantes

Procedure identifier: ca831ba7-5661-400c-a83a-17b2cb96957d

Type of procedure: Restricted

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79512000 Call centre

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-0000

Title: Traitement des appels téléphoniques du PRC de Haute-Savoie HABITAT pour répondre aux sollicitations des locataires de l'ensemble du parc locatif

Description: Traitement externalisé des appels téléphoniques du Pôle Relation Clients (PRC) de Haute-Savoie HABITAT, pendant les jours et heures ouvrés, pour répondre aux sollicitations des locataires de l'ensemble du parc locatif et des parties prenantes

Internal identifier: S-PF-1815860

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79512000 Call centre

Additional classification (cpv): 79512000 Call centre

5.1.3. Estimated duration

Start date: 01/10/2026

Duration end date: 31/10/2030

5.1.4. Renewal

Maximum renewals: 4

Other information about renewals: Il a une durée initiale de 13 mois, jusqu'au 31 octobre 2027.

Le 1er mois sera consacré à la mise en place du service (mise en place organisationnelle, cadrage, formation, etc.), définie au Cctp. Le 1er novembre 2026 les prestations, objet du marché démarrent. Le marché est reconduit tacitement jusqu'à son terme. Le nombre de périodes de reconduction est fixé à 4. La durée de chaque période de reconduction est de 1 an. Dans tous les cas le marché prendra fin le 30/10/2031

5.1.6. General information

This is a recurrent procurement

Reserved participation:

Participation is not reserved.

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Social objective promoted: Other

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

Minimum number of candidates to be invited for the second stage of the procedure: 5

Maximum number of candidates to be invited for the second stage of the procedure: 5

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

5.1.11. Procurement documents

Address of the procurement documents: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=dematEnt.login&type=DCE&IDM=1815860>

Ad hoc communication channel:

Name: AW Solutions

5.1.12. Terms of procurement

Terms of the procedure:

Estimated date of dispatch of the invitations to submit tenders: 30/06/2026

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=demat.termes&IDM=1815860>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 01/06/2026 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

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

5.1.15. Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif de Grenoble

Organisation providing additional information about the procurement procedure: HAUTE-SAVOIE HABITAT

Organisation providing more information on the review procedures: Greffes du tribunal administratif de Grenoble

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: B58C11F7-03E3-1135-8A8D88DDD642BF21

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: HAUTE-SAVOIE HABITAT

Registration number: 69631

Postal address: 2 Rue Marc Le Roux

Town: Annecy Cedex

Postcode: 74055

Country subdivision (NUTS): Haute-Savoie (FRK28)

Country: France

Contact point: ANTRAS Pierre-Yves

Email: marches@oph74.fr

Telephone: 0450882243

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

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: HAUTE-SAVOIE HABITAT

Registration number: B58C1235-B942-0E5B-B1CDF3AEB693D357

Postal address: 2 Rue Marc Le Roux

Town: Annecy Cedex

Postcode: 74055

Country subdivision (NUTS): Haute-Savoie (FRK28)

Country: France

Email: marches@oph74.fr

Telephone: 0480480030

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Tribunal administratif de Grenoble

Registration number: B58C1260-E9AA-D849-2D4934127E4C55FA

Postal address: 2 Place de Verdun

Town: Grenoble

Postcode: 38022

Country subdivision (NUTS): Isère (FRK24)

Country: France

Email: greffe.ta-grenoble@juradm.fr

Telephone: 0476429000

Fax: 0476422269

Roles of this organisation:

Review organisation

8.1. ORG-0005

Official name: Greffes du tribunal administratif de Grenoble

Registration number: B58C1281-C0DF-6B2A-FFCB74E022C8F498

Postal address: 2 Place de Verdun

Town: Grenoble

Postcode: 38022

Country subdivision (NUTS): Isère (FRK24)

Country: France

Email: greffe.ta-grenoble@juradm.fr

Telephone: 0476429000

Fax: 0476422269

Roles of this organisation:

Organisation providing more information on the review procedures

Notice information

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