

310742-2026 - Result

France – Customer survey services – Audit de Qualité et Enquête de Satisfaction des Centres de Relation Clients - AQP/ASC

OJ S 87/2026 06/05/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: COMUTITRES

Email: c.raquib@comutitres.fr

Activity of the contracting entity: Urban railway, tramway, trolleybus or bus services

2. Procedure

2.1. Procedure

Title: Audit de Qualité et Enquête de Satisfaction des Centres de Relation Clients - AQP/ASC

Description: Réalisation d'audits sur la qualité des prestations fournies par les centres de relation clients (CRC) et conduite d'enquêtes de satisfaction auprès des clients afin d'évaluer la conformité aux procédures métiers et de mesurer la satisfaction des clients

Procedure identifier: 2b21b941-a47e-4647-a7d6-6f35c98c5e02

Internal identifier: 2500004

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 79311300 Survey analysis services, 79720000 Investigation services, 79212000 Auditing services

2.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.4. General information

Legal basis:

Directive 2014/25/EU

5. Lot

5.1. Lot: LOT-0001

Title: Audit de Qualité et Enquête de Satisfaction des Centres de Relation Clients - AQP/ASC

Description: Réalisation d'audits sur la qualité des prestations fournies par les centres de relation clients (CRC) et conduite d'enquêtes de satisfaction auprès des clients afin d'évaluer la conformité aux procédures métiers et de mesurer la satisfaction des clients

Internal identifier: FP1418_AQPASC

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

Additional classification (cpv): 79311300 Survey analysis services, 79720000 Investigation services, 79212000 Auditing services

5.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.3. Estimated duration

Start date: 28/04/2026

Duration end date: 28/04/2030

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: Le marché court à compter de sa date de notification. Il est conclu pour une durée d'un (1) an, renouvelable trois (3) fois par tacite reconduction. La durée totale du marché ainsi reconduit est de quatre (4) ans.

5.1.5. Value

Estimated value excluding VAT: 470 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.10. Award criteria

Criterion:

Type: Quality

Name: Critère 1 : Valeur technique décomposée en sous-critères :

Description: Sous-critère 1 : Pertinence et qualité de l'outil de webreporting 35% Sous-critère 2 : Méthodologie de pilotage 30% Sous-critère 3 : Pertinence de l'équipe pressentie 20% Sous-critère 4 : Pertinence de l'approche méthodologique proposée afin de mener les enquêtes et les audits (cible, mode de recueil, échantillon, délais) 15%

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

Award criterion number: 50

Criterion:

Type: Price

Name: Critère 2 : Prix

Description: Valeur financière au travers un DQE

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

Award criterion number: 40

Criterion:

Type: Quality

Name: Critère 3 : Sécurité des données

Description: Plan d'assurance de Sécurité des Données (PASD)

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

Award criterion number: 10

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 JUDICIAIRE DE PARIS

Information about review deadlines: voir documents de la consultation

Organisation providing additional information about the procurement procedure: COMUTITRES

Organisation providing offline access to the procurement documents: COMUTITRES

6. Results

Maximum value of the framework agreements in this notice: 550 000,00 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 550 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: ENOV

Tender:

Tender identifier: ENOV-OR1

Identifier of lot or group of lots: LOT-0001

Value of the tender: 460 216,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: No

Contract information:

Identifier of the contract: ENOV_OR1

Date on which the winner was chosen: 13/04/2026

Date of the conclusion of the contract: 28/04/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders

Number of tenders or requests to participate received: 2

8. Organisations

8.1. ORG-0001

Official name: COMUTITRES

Registration number: 91945182300026

Postal address: 21 boulevard haussman

Town: PARIS

Postcode: 75009

Country subdivision (NUTS): Paris (FR101)

Country: France

Contact point: chihabe RAQUIB

Email: c.raquib@comutitres.fr

Telephone: 0745114658

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

8.1. ORG-0002

Official name: TRIBUNAL JUDICIAIRE DE PARIS

Registration number: 17750111101763

Postal address: PARVIS DU TRIBUNAL DE PARIS

Town: PARIS

Postcode: 75017

Country subdivision (NUTS): Paris (FR101)

Country: France

Internet address: <https://www.tribunal-de-paris.justice.fr/75>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: ENOV

Size of the economic operator: Medium

Registration number: 49427960700027

Town: VILLEURBANNE

Postcode: 69100

Country subdivision (NUTS): Rhône (FRK26)

Country: France

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

Notice information

Notice identifier/version: 16a2503a-a56c-464e-97a5-908d42a0946f - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 30

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