

313046-2026 - Result

France – Helpdesk and support services – Support utilisateurs niveau 2 sur la DSN (Déclaration Sociale Nominative)

OJ S 88/2026 07/05/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: GIP MDS

Email: lila.ridane@gip-mds.fr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Support utilisateurs niveau 2 sur la DSN (Déclaration Sociale Nominative)

Description: Le présent accord-cadre a pour objet l'accompagnement au support utilisateur Niveau 2 sur la DSN (Déclaration Sociale Nominative). Le support Niveau 2 DSN a pour objectifs de réceptionner en un point unique, l'ensemble des demandes effectuées par mails ou téléphone, et qui n'ont pas pu être répondues au Niveau 1.

Procedure identifier: aa6a9072-889b-4fa7-8919-249ef9458cbf

Previous notice: 20de7210-cc50-48ad-8d2a-78e3d18d9c2c-01

Internal identifier: AOO376

Type of procedure: Open

The procedure is accelerated: no

Main features of the procedure: Avis d'appel d'offre ouvert

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.3. Value

Estimated value excluding VAT: 0,00 EUR

Maximum value of the framework agreement: 2 000 000,00 EUR

2.1.4. General information

Additional information: Le présent marché est passé sous la forme d'un accord-cadre conclu avec un seul opérateur et exécuté par l'émission de bons de commande. Il est conclu pour une durée d'un an partir de la date de notification reconductible 3 fois. Les montants minimum et maximum pour la durée maximale (4 ans) de l'accord-cadre sont les suivants: - Montant minimum: 200 000 euros HT - Montant maximum: 2 000 000 euros HT

Legal basis:

5. Lot

5.1. Lot: LOT-0001

Title: SUPPORT UTILISATEUR NIVEAU 2 SUR LA DSN (DECLARATION SOCIALE NOMINATIVE)

Description: Le présent accord-cadre a pour objet l'accompagnement au support utilisateur Niveau 2 sur la DSN (Déclaration Sociale Nominative). le support Niveau 2 DSN a pour objectifs de réceptionner en un point unique, l'ensemble des demandes effectuées par mails ou téléphone, et qui n'ont pas pu être répondues au Niveau 1

Internal identifier: AOO376

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253000 Helpdesk and support services

5.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

Additional information: Le titulaire exécutera dans ses locaux.

5.1.3. Estimated duration

Duration: 4 Years

5.1.4. Renewal

Maximum renewals: 0

5.1.5. Value

Maximum value of the framework agreement: 2 000 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

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

5.1.7. Strategic procurement

Approach to reducing environmental impacts: Other

Social objective promoted: Other

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Toutes les informations sont disponibles dans le DCE

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

Award criterion number: 60

Criterion:

Type: Price

Description: Toutes les informations sont disponibles dans le DCE.

Category of award weight criterion: Weight (points, 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

Mediation organisation: TRIBUNAL ADMINISTRATIF DE PARIS

Review organisation: TRIBUNAL ADMINISTRATIF DE PARIS

Information about review deadlines: Le référé précontractuel peut être exercé jusqu'à la signature du marché, et le référé contractuel à partir de la signature du marché.

Organisation providing additional information about the procurement procedure: GIP MDS

Organisation providing offline access to the procurement documents: GIP MDS

Organisation providing more information on the review procedures: TRIBUNAL ADMINISTRATIF DE PARIS

Organisation signing the contract: GIP MDS

6. Results

Value of all contracts awarded in this notice: 2 000 000,00 EUR

Maximum value of the framework agreements in this notice: 1 999 998,00 EUR

Approximate value of the framework agreements

:

2 000 000,00

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: 2 000 000,00 EUR

Re-estimated value of the framework agreement: 2 000 000,00 EUR

6.1.2. Information about winners**Winner:**

Official name: TESSI DOCUMENTS SERVICES

Tender:

Tender identifier: Offre 1

Identifier of lot or group of lots: LOT-0001

Value of the tender: 1 999 999,00 EUR

The tender was ranked: yes

Rank in the list of winners: 1

The tender is a variant: no

Subcontracting: Not yet known

Contract information:

Identifier of the contract: AOO376

Date on which the winner was chosen: 03/04/2026

Date of the conclusion of the contract: 20/04/2026

The contract is awarded within a framework agreement: yes

Notice that created the framework agreement: 12343-2026

Organisation signing the contract: GIP MDS

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 109 999,00 EUR

Value of the highest admissible tender: 1 100 000,00 EUR

8. Organisations

8.1. ORG-0001

Official name: GIP MDS

Registration number: 18751249600030

Postal address: 4-14 rue Ferrus

Town: Paris

Postcode: 75014

Country subdivision (NUTS): Paris (FR101)

Country: France

Email: lila.ridane@gip-mds.fr

Telephone: +31184863233

Information exchange endpoint (URL): https://www.achatpublic.com/sdm/ent/gen/ent_detail.do?PCSLID=CSL_2025_vF79j0oXQ

Buyer profile: <https://www.achatpublic.com/sdm/ent2/gen/index.jsp>

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation signing the contract

8.1. ORG-0003

Official name: TESSI DOCUMENTS SERVICES

Size of the economic operator: Medium

Registration number: 32680358200096

Postal address: Bâtiment ILEO, 27/33 quai Alphonso Le Gallo

Town: Boulogne Billancourt

Postcode: 92100

Country subdivision (NUTS): Hauts-de-Seine (FR105)

Country: France

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0002

Official name: TRIBUNAL ADMINISTRATIF DE PARIS

Registration number: 17750005500013

Postal address: 7, rue de Jouy

Town: Paris

Postcode: 75004

Country subdivision (NUTS): Paris (FR101)

Country: France

Email: greffe.ta-paris@juradm.fr

Telephone: 0144594400

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

Mediation organisation

Notice information

Notice identifier/version: 7d598391-4f65-4b0d-9c02-4a9281962845 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

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