

316616-2026 - Competition

France – Helpdesk and support services – Centre de services et assistance aux utilisateurs (HELPDESK)

OJ S 89/2026 08/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Bureau de Recherche en Géologie Minière (BRGM)

Email: consultation@brgm.fr

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Environmental protection

2. Procedure

2.1. Procedure

Title: Centre de services et assistance aux utilisateurs (HELPDESK)

Description: Le BRGM a externalisé l'assistance informatique de niveau 1 et la prise en charge des problèmes matériels (imprimantes, photocopieurs etc...) de niveau 2 à destination des collaborateurs depuis juillet 2001 au travers d'un plateau téléphonique implanté sur site appelé le « 3150 ». Ce plateau a en charge : - Niveau 1 : les incidents sont résolus par téléphone et en prise de main à distance. - Niveau 2 (appelé « support matériel niveau 2 » ci-après) : Il s'agit de dépannage matériel résolu physiquement sur site. - Niveau 2 administration : tâches liées à l'administration des outils internes L'objet de ce marché est le renouvellement de la prestation du centre de services ce qui inclut toujours le centre d'appel et les missions actuelles effectuées par le 3150

Procedure identifier: 5ab005f9-3182-41fd-b774-0bd2c3aa4a5a

Internal identifier: HADNUM260403

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72253000 Helpdesk and support services

Additional classification (cpv): 72253000 Helpdesk and support services

2.1.2. Place of performance

Postal address: 3 av. Claude-Guillemin

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

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: Centre de services et assistance aux utilisateurs (HELPDESK)

Description: Le BRGM a externalisé l'assistance informatique de niveau 1 et la prise en charge des problèmes matériels (imprimantes, photocopieurs etc...) de niveau 2 à destination des collaborateurs depuis juillet 2001 au travers d'un plateau téléphonique implanté sur site appelé le « 3150 ». Ce plateau a en charge : - Niveau 1 : les incidents sont résolus par téléphone et en prise de main à distance. - Niveau 2 (appelé « support matériel niveau 2 » ci-après) : Il s'agit de dépannage matériel résolu physiquement sur site. - Niveau 2 administration : tâches liées à l'administration des outils internes L'objet de ce marché est le renouvellement de la prestation du centre de services ce qui inclut toujours le centre d'appel et les missions actuelles effectuées par le 3150

Internal identifier: S-PF-1818061

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

Postal address: 3 av. Claude-Guillemin

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

5.1.3. Estimated duration

Start date: 02/11/2026

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 0

5.1.6. General information

This is a recurrent procurement

Description: 2030

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=dematEnt.login&type=DCE&IDM=1818061>

Ad hoc communication channel:

Name: AW Solutions

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=demat.termes&IDM=1818061>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 22/06/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 5 Months

Information about public opening:

Opening date: 22/06/2026 13:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Orleans

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

Electronic auction: no

5.1.16. Further information, mediation and review

Review organisation: Tribunal administratif d'Orléans

Organisation providing additional information about the procurement procedure: BRGM

Organisation providing more information on the review procedures: Tribunal administratif d'Orléans

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: EA689F08-E8C1-0D95-532BBC860F0E85D6

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: Bureau de Recherche en Géologie Minière (BRGM)

Registration number: 73337

Postal address: 3 av. Claude-Guillemain

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Contact point: Madame la Présidente Directrice Générale

Email: consultation@brgm.fr

Telephone: 0238643434

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

Buyer profile: <https://www.marches-publics.info/>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: BRGM

Registration number: EA689F55-EF4B-67DA-81A1C442387DB1E0

Postal address: 3 av. Claude-Guillemain

Town: Orléans

Postcode: 45060

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Contact point: BRGM

Email: consultation@brgm.fr

Telephone: 0238643434

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Tribunal administratif d'Orléans

Registration number: EA689F75-C370-2663-7B1C38BAE60CA566

Postal address: 28, rue de la Bretonnerie

Town: Orléans

Postcode: 45057

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Email: greffe.ta-orleans@juradm.fr

Telephone: 0238775900

Fax: 0238538516

Roles of this organisation:

Review organisation

8.1. ORG-0005

Official name: Tribunal administratif d'Orléans

Registration number: EA689FB5-E267-F3EE-7FA268E4594847D9

Postal address: 28, rue de la Bretonnerie

Town: Orléans

Postcode: 45057

Country subdivision (NUTS): Loiret (FRB06)

Country: France

Email: greffe.ta-orleans@juradm.fr

Telephone: 0238775900

Fax: 0238538516

Roles of this organisation:

Organisation providing more information on the review procedures

Notice information

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