

365596-2026 - Competition

France – Technical computer support services – Prestations d'infogérance informatique au profit de France Terre d'Asile

OJ S 101/2026 28/05/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: France terre d'asile - siège social

Email: cdruilhe@france-terre-asile.org

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: Social protection

2. Procedure

2.1. Procedure

Title: Prestations d'infogérance informatique au profit de France Terre d'Asile

Description: Ces prestations comprennent : Le support aux utilisateurs : assistance technique de niveau 1 et 2, gestion des incidents et des demandes, accompagnement des utilisateurs dans l'utilisation des outils numériques ; L'administration des infrastructures informatiques : gestion et maintien en condition opérationnelle des serveurs, équipements réseau, systèmes de sécurité et environnements cloud. Le périmètre fonctionnel couvert inclut : Les postes de travail fixes et portables (système d'exploitation Windows) ; Les périphériques informatiques (imprimantes, scanners, écrans, équipements mobiles) ; Les serveurs physiques et virtualisés ; Les infrastructures réseau (LAN, WAN, Wi-Fi, VPN) ; Les solutions de sécurité informatique (pare-feu, antivirus, EDR/XDR, gestion des vulnérabilités) ; Les environnements cloud, notamment Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive, Microsoft Entra ID) ; Les systèmes de sauvegarde et de continuité d'activité

Procedure identifier: 2c80a913-8406-4ce6-afe3-ce4324a07623

Internal identifier: 2026007

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72315200 Data network management services, 72500000

Computer-related services

2.1.2. Place of performance

Postal address: 24 rue Marc Seguin

Town: Paris

Postcode: 75018

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.3. Value

Estimated value excluding VAT: 1 500 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

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: Infogérance de proximité

Description: Service Desk (N1/N2), gestion du parc de postes de travail (?1 500 PC) et périphériques, support utilisateurs Microsoft 365, administration fonctionnelle des comptes AD /Entra ID, présence mensuelle Siège/Cinetika/Créteil. Périmètre Annexes A et B du CCTP
Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72253000 Helpdesk and support services, 72315200 Data network management services, 72500000 Computer-related services

5.1.2. Place of performance

Postal address: 24 rue Marc Seguin

Town: Paris

Postcode: 75018

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.3. Estimated duration

Start date: 18/07/2026

Duration: 12 Months

5.1.4. Renewal

Maximum renewals: 3

Other information about renewals: A l'issue de cette première période contractuelle de 12 mois, le marché public est tacitement reconductible. Le nombre de reconduction est fixé à trois, pour une nouvelle période de 12 mois, sans que la durée totale du marché public ne dépasse 4 ans. Dans l'hypothèse où le Rpa décide de ne pas reconduire le marché public, il en informe le Titulaire par courrier avec accusé de réception au plus tard 2 mois avant la date d'anniversaire du marché. En vertu, des dispositions de l'article R.2112-4 du code de la commande publique, le Titulaire ne peut renoncer à la reconduction du marché par Ftda

5.1.5. Value

Estimated value excluding VAT: 750 000,00 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

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=1826033>

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=1826033>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: 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: 6 Months

Information about public opening:

Opening date: 23/06/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Place: Paris

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 Paris

Organisation providing additional information about the procurement procedure: Siège social

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

5.1. Lot: LOT-0002

Title: Infogérance système et réseaux

Description: Administration serveurs (physiques/virtuels), LAN/WAN/Wi-Fi/VPN, cybersécurité (EDR/XDR, vulnérabilités, SIEM, PAM), administration tenant Microsoft 365, sauvegardes & PRA, supervision 24/7, CMDB. Conformité NIS2 / RGPD / ANSSI

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 72611000 Technical computer support services

Additional classification (cpv): 72315200 Data network management services, 72315200 Data network management services, 72500000 Computer-related services

5.1.2. Place of performance

Postal address: 24 rue Marc Seguin

Town: Paris

Postcode: 75018

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.3. Estimated duration

Start date: 18/07/2026

Duration: 12 Months

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Maximum renewals: 3

Other information about renewals: A l'issue de cette première période contractuelle de 12 mois, le marché public est tacitement reconductible. Le nombre de reconduction est fixé à trois, pour une nouvelle période de 12 mois, sans que la durée totale du marché public ne dépasse 4 ans. Dans l'hypothèse où le Rpa décide de ne pas reconduire le marché public, il en informe le Titulaire par courrier avec accusé de réception au plus tard 2 mois avant la date d'anniversaire du marché. En vertu, des dispositions de l'article R.2112-4 du code de la commande publique, le Titulaire ne peut renoncer à la reconduction du marché par Ftda

5.1.5. Value

Estimated value excluding VAT: 750 000,00 EUR

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

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Address of the procurement documents: <https://www.marches-publics.info/mpiaws/index.cfm?fuseaction=dematEnt.login&type=DCE&IDM=1826033>

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=1826033>

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

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Place: Paris

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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 Paris

Organisation providing additional information about the procurement procedure: Siège social

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

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: 1B45B97F-FB1A-7220-A1BF179A26A3741F

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: France terre d'asile - siège social

Registration number: 59296

Postal address: 24 rue Marc Seguin

Town: Paris
Postcode: 75018
Country subdivision (NUTS): Paris (FR101)
Country: France
Contact point: BEAUGRAND Vincent
Email: cdruilhe@france-terre-asile.org
Telephone: 0153043999
Internet address: <http://www.france-terre-asile.org/>
Buyer profile: <http://www.marches-publics.info/>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: Siège social
Registration number: 1B45B99E-C09A-EE9F-0CCC1024E115F6DD
Postal address: 24 rue Marc Seguin
Town: Paris
Postcode: 75018
Country subdivision (NUTS): Paris (FR101)
Country: France
Email: cdruilhe@france-terre-asile.org
Telephone: 0153043980

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Tribunal Administratif de Paris
Registration number: 1B45B9CA-9003-C565-018339278EAFBE3B
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

8.1. ORG-0005

Official name: Tribunal administratif de Paris
Registration number: 1B45B9D9-A111-8164-E583D7E43071F839
Postal address: 7 rue de Jouy
Town: Paris
Postcode: 75181
Country subdivision (NUTS): Paris (FR101)
Country: France
Email: greffe.ta-paris@juradm.fr
Telephone: 0144594400
Fax: 0144594646

Roles of this organisation:

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: bad30f73-b1e1-47b9-8b1c-bfb760c46b62 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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