

430968-2026 - Competition

France – Telephone and data transmission services – Fourniture d'une solution de téléphonie Relation Client pour la SFHE - Phase Candidature
OJ S 119/2026 24/06/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: Société Française des Habitations Economiques (13)

Email: marine.gasparini@groupe-arcade.com

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: Fourniture d'une solution de téléphonie Relation Client pour la SFHE - Phase Candidature

Description: Fourniture d'une solution de téléphonie Relation Client pour la SFHE - Phase Candidature

Procedure identifier: 0429fde8-9ab3-442e-9139-30e1739a9602

Internal identifier: 2026-06-3

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

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

2.1.2. Place of performance

Town: Aix en Provence

Postcode: 13100

Country subdivision (NUTS): Bouches-du-Rhône (FRL04)

Country: France

2.1.4. General information

Additional information: Ce marché constitue la première phase de cette procédure : Phase 1 : pré-sélection de 3 candidats (sous réserve d'un nombre suffisant), autorisés à participer à la phase offre Phase 2 : remise d'une offre technique et financière par les candidats retenus, sur la base du dossier de consultation entreprises qui sera transmis A ce stade il est demandé aux candidats de fournir uniquement un dossier de candidature.

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-0001

Title: Fourniture d'une solution de téléphonie Relation Client pour la SFHE - Phase candidature

Description: Fourniture d'une solution de téléphonie Relation Client pour la SFHE - Phase candidature

Internal identifier: 2026-06-3

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64210000 Telephone and data transmission services

5.1.2. Place of performance

Town: Aix-en-Provence

Postcode: 13100

Country subdivision (NUTS): Bouches-du-Rhône (FRL04)

Country: France

5.1.3. Estimated duration

Duration: 4 Years

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

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

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. Award criteria

Description of the method to be used if weighting cannot be expressed by criteria: Les candidatures seront appréciées en fonction des critères cités à l'article 6 du Règlement de la Consultation.

5.1.11. Procurement documents

Address of the procurement documents: www.marches-securises.fr

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Allowed

Address for submission: www.marches-securises.fr

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

Electronic catalogue: Allowed

Deadline for receipt of requests to participate: 20/07/2026 12:30:00 (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

A non-disclosure agreement is required: yes

Additional information about the non-disclosure agreement: Les candidats sont tenus de respecter les règles RGPD relatives aux informations transmises dans le présent appel d'offre.

Electronic invoicing: Allowed
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: Société Française des Habitations Economiques (13)

Information about review deadlines: Délai de standstill de 11 jours

Organisation providing more information on the review procedures: Société Française des Habitations Economiques (13)

Organisation receiving requests to participate: Société Française des Habitations Economiques (13)

Organisation processing tenders: Société Française des Habitations Economiques (13)

8. Organisations

8.1. ORG-0001

Official name: Société Française des Habitations Economiques (13)

Registration number: 64201670300208

Department: FR

Postal address: 1175 petite route des Milles CS 40650

Town: Aix en Provence Cedex 4

Postcode: 13547

Country subdivision (NUTS): Bouches-du-Rhône (FRL04)

Country: France

Email: marine.gasparini@groupe-arcade.com

Telephone: +33 413570466

Internet address: <https://www.marches-securises.fr>

Information exchange endpoint (URL): <http://www.sfhe.fr>

Buyer profile: <https://www.marches-securises.fr>

Roles of this organisation:

Buyer

Organisation receiving requests to participate

Organisation processing tenders

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: c1710246-a688-4161-a3f1-7550a221aeb8 - 01

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