

479643-2026 - Competition

France – Market and economic research; polling and statistics – Appel d'offres relatif à des prestations de service sur l'écoute des usagers et collectivités desservies par le service public de l'eau

OJ S 131/2026 10/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: SEDIF

Email: sedif@sedif.com

Legal type of the buyer: Body governed by public law

Activity of the contracting authority: General public services

2. Procedure

2.1. Procedure

Title: Appel d'offres relatif à des prestations de service sur l'écoute des usagers et collectivités desservies par le service public de l'eau

Description: La présente consultation a pour objet la conclusion d'un accord-cadre à bons de commande et à marchés subséquents pour des prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau et la réalisation d'enquêtes récurrentes ou ponctuelles sur différentes cibles.

Procedure identifier: ab3a2dbe-830c-4790-81d9-ca96198adebe

Previous notice: 190459-2026

Internal identifier: 2026_RU_002

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311200 Survey conduction services, 79311300 Survey analysis services, 79311000 Survey services

2.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Seine-et-Marne (FR102)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Yvelines (FR103)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Essonne (FR104)

Country: France

2.1.2. Place of performance

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

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Seine-Saint-Denis (FR106)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Val-de-Marne (FR107)

Country: France

2.1.2. Place of performance

Country subdivision (NUTS): Val-d'Oise (FR108)

Country: France

Additional information: Le présent avis de publicité est lancé en raison de la déclaration sans suite pour motif d'intérêt général d'une précédente consultation (avis JOUE n°190459-2026).

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: European Single Procurement Document (ESPD)

5. Lot

5.1. Lot: LOT-0001

Title: Appel d'offres relatif à des prestations de service sur l'écoute des usagers et collectivités desservies par le service public de l'eau

Description: La présente consultation a pour objet la conclusion d'un accord-cadre à bons de commande et à marchés subséquents pour des prestations de service sur l'écoute des usagers abonnés et non abonnés du service de l'eau et la réalisation d'enquêtes récurrentes ou ponctuelles sur différentes cibles.

Internal identifier: 2026_RU_002

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311200 Survey conduction services, 79311300 Survey analysis services, 79311000 Survey services

5.1.2. Place of performance

Country subdivision (NUTS): Paris (FR101)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Seine-et-Marne (FR102)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Yvelines (FR103)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Essonne (FR104)

Country: France

5.1.2. Place of performance

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

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Seine-Saint-Denis (FR106)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Val-de-Marne (FR107)

Country: France

5.1.2. Place of performance

Country subdivision (NUTS): Val-d'Oise (FR108)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 3

5.1.5. Value

Maximum value of the framework agreement: 880 000,00 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

Additional information: L'accord-cadre est conclu pour une durée d'un (1) an à compter de sa date de notification. Il peut être reconduit tacitement trois (3) fois. Par conséquent, la durée totale du présent accord-cadre, ne peut excéder 4 ans. Le Titulaire de l'accord-cadre ne peut refuser la reconduction. Il est conclu pour un montant minimum annuel de 120 000 € H.T et un montant maximum annuel de 220 000 € H.T.

5.1.9. Selection criteria

Sources of selection criteria: European Single Procurement Document (ESPD)

5.1.10. Award criteria

Criterion:

Type: Quality

Description: Valeur technique (article 6.2 du RC)

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

Award criterion number: 70

Criterion:

Type: Price
Description: Prix (article 6.2 du RC)
Category of award weight criterion: Weight (points, exact)
Award criterion number: 30

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: French
Address of the procurement documents: <https://marches.maximilien.fr/entreprise/consultation/942275?orgAcronyme=sedif>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://marches.maximilien.fr/entreprise/consultation/942275?orgAcronyme=sedif>

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

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of tenders: 31/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 180 Days

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: yes

Electronic payment will be used: yes

Financial arrangement: Se référer aux documents de la consultation

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 5 000

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: CCIRA de paris

Review organisation: Tribunal administratif de Paris

Information about review deadlines: voir documents de la consultation

Organisation providing additional information about the procurement procedure: SEDIF

Organisation providing offline access to the procurement documents: SEDIF

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

Organisation receiving requests to participate: SEDIF

Organisation processing tenders: SEDIF

8. Organisations

8.1. ORG-0001

Official name: SEDIF

Registration number: 25750001700039
Postal address: 79 boulevard Saint-Germain
Town: PARIS
Postcode: 75006
Country subdivision (NUTS): Paris (FR101)
Country: France
Contact point: M. le Président
Email: sedif@sedif.com
Telephone: +33 153454242
Internet address: <https://www.sedif.com/>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents
Organisation receiving requests to participate
Organisation processing tenders

8.1. ORG-0002

Official name: Tribunal administratif de Paris
Registration number: 17750005500013
Postal address: 7 rue de Jouy
Town: PARIS
Postcode: 75181
Country subdivision (NUTS): Paris (FR101)
Country: France
Internet address: <http://www.paris.tribunal-administratif.fr>

Roles of this organisation:

Review organisation
Organisation providing more information on the review procedures

8.1. ORG-0003

Official name: CCIRA de paris
Registration number: 17750000600024
Postal address: 5 rue Leblanc
Town: Paris
Postcode: 75911
Country subdivision (NUTS): Paris (FR101)
Country: France
Contact point: Préfecture de la région Île-de-France - Préfecture de Paris Direction des affaires juridiques
Email: ccira@paris-idf.gouv.fr

Roles of this organisation:

Mediation organisation

Notice information

Notice identifier/version: eb7b796a-ec86-4155-a7d8-07eb200fc5c2 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16

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