

482248-2026 - Competition

France – IP telephone services – Fourniture de services, de prestations, de logiciels et de matériels pour la solution de téléphonie IP Genesys des SAMU de Normandie

OJ S 132/2026 13/07/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: Normand'e-santé

Email: e.chevalier@normand-esante.fr

Legal type of the buyer: Regional authority

Activity of the contracting authority: Health

2. Procedure

2.1. Procedure

Title: Fourniture de services, de prestations, de logiciels et de matériels pour la solution de téléphonie IP Genesys des SAMU de Normandie

Description: Le présent accord cadre porte sur la fourniture d'équipements, de services, de prestations ou de livrables pour le maintien en conditions opérationnelles, la mise à jour ou l'installation de solution Genesys dites " TOIP RRAMU des SAMU Centre 15 de Normandie " ainsi que pour la maquette TOIP SAMU (licence lab).

Procedure identifier: 1791e83d-415a-4cb0-82e1-bad978aebc12

Internal identifier: 2026-01

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64215000 IP telephone services

2.1.2. Place of performance

Country subdivision (NUTS): Calvados (FRD11)

Country: France

2.1.4. General information

Legal basis:

Directive 2014/24/EU

2.1.5. Terms of procurement

Terms of submission:

The tenderer must submit tenders for all lots

2.1.6. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Maintenance et support du produit Genesys

Description: Maintenance corrective et évolutive, support, licences et extension de licences ou nouveaux modules et expertises/formations ponctuelles pour des sites de production (SAMU) et un site de développement

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64215000 IP telephone services

5.1.2. Place of performance

Country subdivision (NUTS): Calvados (FRD11)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

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://normand-esante.e-marchespublics.com/pack/annonce_marche_public_26675_1171983.html

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://normand-esante.e-marchespublics.com/>

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 24/08/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 120 Days

Information about public opening:

Opening date: 24/08/2026 14:00:00 (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

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 0

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal Administratif de Caen

Organisation providing more information on the review procedures: Tribunal Administratif de Caen

5.1. Lot: LOT-0002

Title: Equipements Audiocode

Description: Assistance, Achat et MCO d'équipements Audiocode et de licences associées

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64215000 IP telephone services

5.1.2. Place of performance

Country subdivision (NUTS): Calvados (FRD11)

Country: France

5.1.3. Estimated duration

Duration: 48 Months

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

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Sources of selection criteria: Procurement Document

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5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 0

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal Administratif de Caen

Organisation providing more information on the review procedures: Tribunal Administratif de Caen

8. Organisations

8.1. ORG-0001

Official name: Normand'e-santé

Registration number: 834 652 612 00039

Postal address: 7 longue vue des astronomes

Town: LOUVIGNY

Postcode: 14111

Country subdivision (NUTS): Calvados (FRD11)

Country: France

Email: e.chevalier@normand-esante.fr

Telephone: +33 250537000

Internet address: <https://www.normand-esante.fr/>

Buyer profile: <https://normand-esante.e-marchespublics.com>

Roles of this organisation:

Buyer

8.1. ORG-0002

Official name: Tribunal Administratif de Caen

Registration number: 17140005400010

Postal address: 3 RUE ARTHUR LE DUC

Town: Caen

Postcode: 14000

Country subdivision (NUTS): Calvados (FRD11)

Country: France

Roles of this organisation:

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0000

Official name: DEMATIS

Registration number: 45072478600030

Town: Paris

Postcode: 75015

Country subdivision (NUTS): Paris (FR101)

Country: France

Email: contact@dematis.com

Telephone: +33 172365548

Internet address: www.dematis.com

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: c492273e-42d9-4fe9-9dd1-089e7dc690c9 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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