

611851-2026 - Competition

France – Customer services – Mise à disposition de ressources pour la gestion des contacts clients d'in'li Aura

OJ S 171/2026 04/09/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: in'li AURA

Email: laetitia.desurmont@inli.fr

Legal type of the buyer: Entity with special or exclusive rights

Activity of the contracting authority: Housing and community amenities

2. Procedure

2.1. Procedure

Title: Mise à disposition de ressources pour la gestion des contacts clients d'in'li Aura

Description: Mise à disposition de ressources pour la gestion des contacts clients d'in'li Aura - Centre Relation Clients

Procedure identifier: 3fc1c7fa-a763-4623-8f00-0bd20aea9fdd

Internal identifier: CRC

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

2.1.2. Place of performance

Anywhere

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-0001

Title: CRC

Description: Mise à disposition de ressources pour la gestion des contacts clients d'in'li Aura

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342300 Customer services

Quantity: 1

5.1.2. Place of performance

Anywhere

5.1.3. Estimated duration

Start date: 01/02/2027

Duration end date: 31/01/2029

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

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

5.1.11. Procurement documents

Address of the procurement documents: www.achatpublic.com

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: www.achatpublic.com

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

Electronic catalogue: Not allowed

Deadline for receipt of tenders: 07/10/2026 12:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Duration during which the tender must remain valid: 6 Months

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: Not yet known

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: in'li AURA

Information about review deadlines: Prescriptions légales

Organisation providing more information on the review procedures: in'li AURA

8. Organisations

8.1. ORG-0001

Official name: in'li AURA

Registration number: 95550409700143

Postal address: 14 rue Tronchet

Town: Lyon

Postcode: 69006

Country subdivision (NUTS): Rhône (FRK26)

Country: France

Contact point: M Desurmont Laetitia - Responsable Juridique

Email: laetitia.desurmont@inli.fr

Telephone: 0428600000

Information exchange endpoint (URL): https://api.publication.marchesonline.com/externe/apc-consultation-access?consultation_id=4051624

Roles of this organisation:

Buyer

Procurement service provider

Review organisation

Organisation providing more information on the review procedures

Notice information

Notice identifier/version: 87284eca-fcd3-48e3-8824-e012bbe6db75 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 02/09/2026 16:35:38 (UTC+02:00) Eastern European Time, Central European Summer Time

Languages in which this notice is officially available: French

Notice publication number: 611851-2026

OJ S issue number: 171/2026

Publication date: 04/09/2026