

89910-2026 - Competition

France – Customer satisfaction survey – Réalisation d'enquêtes "à froid" et "à chaud" ayant pour but de mesurer la satisfaction de la clientèle d'Electricité De Mayotte, toute catégorie confondue

OJ S 27/2026 09/02/2026

Contract or concession notice – standard regime

Services

1. Buyer

1.1. Buyer

Official name: EDM Électricité de Mayotte

Email: r.ruat@electricitedemayotte.com

Activity of the contracting entity: Electricity-related activities

2. Procedure

2.1. Procedure

Title: Réalisation d'enquêtes "à froid" et "à chaud" ayant pour but de mesurer la satisfaction de la clientèle d'Electricité De Mayotte, toute catégorie confondue

Description: Pour chaque lot, le marché est conclu sous la forme d'un accord-cadre à bons de commande mono-attributaire. Durée : 3 ans ferme, reconductible tacitement une (1) fois pour une période de douze (12) mois

Procedure identifier: c197f649-9ca2-43e5-91df-65daf2858f1c

Type of procedure: Open

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342311 Customer satisfaction survey

Additional classification (cpv): 79342311 Customer satisfaction survey

2.1.2. Place of performance

Postal address: Z.I. Kaweni

Town: Mamoudzou

Postcode: 97600

Country subdivision (NUTS): Mayotte (FRY50)

Country: France

2.1.3. Value

Estimated value excluding VAT: 420 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/25/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: Enquêtes à froid

Description: Enquêtes qualitatives ou quantitatives ayant pour cible des clients particulier et petits professionnels, ainsi que des grands comptes (cible 1) et administrations (cible 2)

Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342311 Customer satisfaction survey

Additional classification (cpv): 79342311 Customer satisfaction survey

5.1.2. Place of performance

Postal address: Z.I. Kaweni

Town: Mamoudzou

Postcode: 97600

Country subdivision (NUTS): Mayotte (FRY50)

Country: France

5.1.3. Estimated duration

Start date: 01/05/2026

Duration: 36 Months

5.1.4. Renewal

Maximum renewals: 1

Other information about renewals: reconductible tacitement une (1) fois pour une période de douze (12) mois sans que le Titulaire ne puisse s'y opposer. En cas de non reconduction du marché, l'Acheteur est tenu d'en informer le Titulaire par tout moyen permettant d'en accuser réception au minimum deux (2) mois avant la date de la prochaine reconduction

5.1.6. General information**Reserved participation:**

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

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/mpiaaws/index.cfm?fuseaction=dematEnt.login&type=DCE&IDM=1776557>

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=1776557>

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: 16/03/2026 15:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Duration during which the tender must remain valid: 6 Months

Information about public opening:

Opening date: 17/03/2026 09:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Conditions relating to the performance of the contract: L'accord-cadre à bons de commande ne présente pas de minimum et un montant maximum sur la durée totale possible de l'accord-cadre fixé à : - Lot 1 "Enquête à froid" = 282 000 euro(s) HT - Lot 2 "Enquête à chaud" = 150 000 euro(s) HT

Electronic invoicing: Required

Electronic ordering will be used: no

Electronic payment will be used: no

Legal form that must be taken by a group of tenderers that is awarded a contract: Mandataire solidaire en cas de groupement conjoint

Financial arrangement: Fonds propre de l'Acheteur

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal judiciaire de Paris

Information about review deadlines: Cf. le greffe du Tribunal à l'adresse ci-dessus

Organisation providing additional information about the procurement procedure: EDM - Électricité de la Mayotte

5.1. Lot: LOT-0002

Title: Enquêtes à chaud

Description: Mesure de la satisfaction client au moyen de l'outil proposé par le prestataire, via une enquête quantitative envoyée au client immédiatement ou dans un délai maximum de 24h après l'évènement déclencheur

Internal identifier: 2

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342311 Customer satisfaction survey
Additional classification (cpv): 79342311 Customer satisfaction survey

5.1.2. Place of performance

Postal address: Z.I. Kaweni
Town: Mamoudzou
Postcode: 97600
Country subdivision (NUTS): Mayotte (FRY50)
Country: France

5.1.3. Estimated duration

Start date: 01/05/2026
Duration: 36 Months

5.1.4. Renewal

Maximum renewals: 1
Other information about renewals: reconductible tacitement une (1) fois pour une période de douze (12) mois sans que le Titulaire ne puisse s'y opposer. En cas de non reconduction du marché, l'Acheteur est tenu d'en informer le Titulaire par tout moyen permettant d'en accuser réception au minimum deux (2) mois avant la date de la prochaine reconduction

5.1.6. General information

Reserved participation:

Participation is not reserved.

The names and professional qualifications of the staff assigned to perform the contract must be given: Tender requirement

Procurement Project not financed with EU Funds.

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Ad hoc communication channel:

Name: AW Solutions

5.1.12. Terms of procurement

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Electronic submission: Required

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

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Variants: Not allowed

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Maximum number of participants: 1

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16. Further information, mediation and review

Review organisation: Tribunal judiciaire de Paris

Information about review deadlines: Cf. le greffe du Tribunal à l'adresse ci-dessus

Organisation providing additional information about the procurement procedure: EDM - Électricité de la Mayotte

8. Organisations

8.1. ORG-0001

Official name: Avenue-Web Systèmes

Registration number: F8BD489A-0986-7215-8A02C1F5780A4525

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: EDM Électricité de Mayotte

Registration number: 51691

Postal address: Z.I. Kaweni

Town: Mamoudzou

Postcode: 97600

Country subdivision (NUTS): Mayotte (FRY50)

Country: France

Contact point: RUAT Raphaël
Email: r.ruat@electricitedemayotte.com
Telephone: 0269639500
Internet address: <http://www.electricitedemayotte.com>

Roles of this organisation:

Buyer

8.1. ORG-0003

Official name: EDM - Électricité de la Mayotte
Registration number: F8BD48BA-9CDD-534E-0BA04700477B2499
Town: Mamoudzou
Postcode: 97600
Country subdivision (NUTS): Mayotte (FRY50)
Country: France
Contact point: Demande de renseignements directement via la plateforme AWS (www.marches-public.info)
Email: achats@electricitedemayotte.com
Telephone: 0269639588

Roles of this organisation:

Organisation providing additional information about the procurement procedure

8.1. ORG-0004

Official name: Tribunal judiciaire de Paris
Registration number: F8BD48E7-A3FB-1461-0ACFEDE203D50AD9
Postal address: 29-45 avenue de la Porte de Clichy
Town: Paris
Postcode: 75017
Country subdivision (NUTS): Paris (FR101)
Country: France
Email: accueil-paris@justice.fr
Telephone: 0144325151

Roles of this organisation:

Review organisation

Notice information

Notice identifier/version: 7da5055d-2ebc-4380-b4e5-75edda101d4b - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 17
Notice dispatch date: 06/02/2026 11:22:18 (UTC+01:00) Central European Time, Western European Summer Time
Languages in which this notice is officially available: French
Notice publication number: 89910-2026
OJ S issue number: 27/2026
Publication date: 09/02/2026