



**AMBASSADE
DE FRANCE
EN IRLANDE**

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Égalité
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CONSULTATION RULES

**Provision of external services for the establishment of an appointment
booking service in English and French for visa applications to the French
Embassy in Ireland**

Contracting authority:

Ministry for Europe and Foreign Affairs
French Embassy in Ireland
66 Fitzwilliam Lane, D02HP38, Dublin 2

Representative of the contracting authority and signatory of the contract:

The French Ambassador to Ireland

Date and time for submission of tenders:

30 September 2025 at 12:00 noon (Paris time)
In electronic form via the PLACE platform

*Provision of external services for the establishment of an appointment booking service in English and French
for visa applications to the French Embassy in Ireland*

2025

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1 CONDITIONS OF CONSULTATION

1.1 SUBJECT

The purpose of the contract is to manage calls and appointments for visa applications and to determine the terms of cooperation between the service provider responsible for the call centre and the Embassy in order to meet the identified needs.

1.2 CPV CODES FOR THE CONSULTATION

75211110-2	Consular services
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1.3 PROCUREMENT PROCEDURE

This procedure is carried out in accordance with Articles L3120-1 to L3126-3 and R R3121-1 to R3126-14 of the French Public Procurement Code (procedure for awarding concessions).

2 PROCEDURE TIMETABLE

Availability of the consultation file	11 August 2025
Deadline for receipt of tenders	30 September 2025 at 12:00 noon (Paris time)
Provisional date for commencement of services	1 January 2026

3 INFORMATION FOR APPLICANTS

3.1 CONTENTS OF THE CONSULTATION FILE

The consultation file for companies includes:

- these consultation rules (RC);
- the commitment document (AE);

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- the specifications.

3.2 WITHDRAWAL OF THE CONSULTATION FILE FOR COMPANIES

Representatives of companies wishing to submit a bid are invited to download the consultation file online from the government procurement platform (PLACE) (www.marches-publics.gouv.fr).

3.3 COMMUNICATION

How to obtain and consult the documents

The consultation documents are available only in electronic format on the government procurement platform (PLACE) (www.marches-publics.gouv.fr).

Conditions for submitting bids

Tenders must be submitted electronically via the PLACE platform: <https://www.marches-publics.gouv.fr>

Any bid received by any other means or in any other format will be automatically rejected.

The bid must be written in French or English.

Date and time of receipt of bids

Bids must be submitted online no later than: **30 September 2025 at 12 noon (Paris time)**.

Bids received or submitted after this date and time will not be opened.

Time stamp

Tenders submitted electronically will be time-stamped.

Antivirus

The candidate or tenderer must ensure that the files submitted do not contain any viruses.

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The receipt of any file containing a virus will result in the bid being rejected. If a virus is detected, the envelope will be considered as never having been received and candidates will be notified using the information provided during their identification.

Requests for additional information and questions

During the consultation phase, candidates may send their questions and requests for additional information to PLACE: <https://www.marches-publics.gouv.fr>.

No requests for clarification by telephone will be considered.

Questions received less than 6 calendar days before the deadline for submission of tenders will not be answered by the public authority.

Modification of consultation documents

Changes may be made to the contract documents. These will be communicated to candidates who have requested the withdrawal of the contract documents.

Candidates must respond on the basis of the latest amended file. If a candidate has submitted a bid before the amendments, they may submit a new bid on the basis of the latest amended file before the deadline for submission of bids.

Extension of the deadline for receipt of tenders

Where a response necessary for the preparation of the tender is not provided before the deadline for receipt of tenders, or in the event of significant changes to the consultation documents, the deadline for receipt of tenders shall be extended in proportion to the significance of the changes made.

3.4 PROCESSING OF PERSONAL DATA

In accordance with Article 13 of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (GDPR), candidates are informed that personal data

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(surname, first name, email address, login details) collected as part of this procurement procedure and in the performance of this contract may be processed.

Identity and contact details of the data controller and their representative:

The State Purchasing Department of the Ministry of Economy, Finance and Industrial and Digital Sovereignty - 59, boulevard Vincent Auriol - 75703 PARIS Cedex 13, represented by the Director of State Purchasing.

Operational Data Controller (RTO):

The State Purchasing Department, represented by the Director of State Purchasing.

Contact details of the data protection officer: le-delegue-a-la-protection-des-donnees-personnelles@finances.gouv.fr.

Legal basis for processing: c) and e) of Article 6.1 of the GDPR.

Purpose of the processing: monitoring of this procurement procedure, award of the public contract and legal obligations regarding the administrative useful life (AUL) applicable to public contracts.

Recipients or categories of recipients: the personal data concerned are intended exclusively for the agents of the Purchaser, ministries and State operators responsible for the award and subsequent performance of this contract.

Retention period: this data is retained for the entire duration of the contract award and performance, as well as during the DUA applicable to the contract.

In accordance with the provisions of Articles 15 to 21 of the GDPR, individuals whose personal data is collected have the right to access, rectify and erase information concerning them. They may also object to the processing of such data. The exercise of the rights to information and access to personal data may be exercised by contacting the data protection officer.

The person whose personal data is collected as part of this procedure has the right to lodge a complaint with the CNIL.

3.5 NEGOTIATIONS

The granting authority reserves the right to:

- to negotiate;

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- not to negotiate and to award the contract on the basis of the initial tenders.

Negotiations shall not concern the subject matter of the contract, the minimum conditions and characteristics specified in the consultation documents, or the criteria for awarding the contract.

4 GROUNDS FOR EXCLUSION

Candidates who do not comply with tax, social and criminal regulations, in accordance with Articles L. 3123-1 to L. 3123-14 of the Public Procurement Code, will be excluded from the procedure.

5 APPLICATION

The candidate's professional, technical and financial capabilities must correspond to the importance of the contract and guarantee its proper performance, failing which their application may be rejected.

Candidates who clearly do not have the capacity to meet the requirements, based on the information provided in their application, will be eliminated.

6 TENDER

6.1 PRESENTATION OF THE TENDER

The candidate's tender shall include the following documents:

- the commitment form completed and signed by an authorised person (accompanied by the necessary powers, where applicable);
- their technical offer.

The public authority may eliminate any candidate whose offer does not include all of these elements.

6.2 CONTENTS OF THE TECHNICAL BID

The candidate's technical bid must include the following:

A) a presentation of the call centre and, in particular, the premises that will be dedicated to the performance of the services,

B) a detailed description of the material resources (number of telephone lines, number of computers, etc.) used to perform the various services expected,

C) a detailed description of the human resources dedicated to performing the various services expected,

D) a detailed breakdown of the prices of all services, including VAT, invoiced to visa applicants,

E) information on the status of the company and its capital structure, as well as the contact details of the managers and staff who will be the main points of contact for the Embassy, together with their CVs,

F) In addition, the service provider must provide the following information:

- its understanding of the mission entrusted to it,
- the organisation, approach and methodology proposed to fulfil this mission,
- its expertise in the field and any references from call centres it already manages,
- its commitments in terms of service quality,
- its recruitment, training and management plan for the staff assigned to this assignment,
- the conditions for protecting the personal data collected and its confidentiality, how it will be transmitted to the Embassy and then destroyed once it has been delivered,
- the guarantees of control and accessibility offered to the Embassy in the performance of its mission,
- existing technical and/or organisational measures and solutions to combat fraud (pre-emption or resale of appointments, front companies),
- measures envisaged to combat corruption.

Any proposal that does not meet the above requirements will be considered irregular, and the public authority reserves the right to reject it.

6.3 REVIEW OF BIDS

The following bids are not eligible and will not be considered:

- Received after the deadline for receipt of bids;
- That do not contain all the documents requested;
- Do not meet the conditions set out in these consultation rules;
- Not related to the subject matter of the contract.

The public authority may allow all tenderers concerned to regularise irregular tenders within an appropriate time limit, provided that such regularisation does not alter the essential characteristics of the tenders.

The purchaser may ask tenderers to clarify the content of their tenders.

6.4 METHOD OF SCORING AND CRITERIA FOR SELECTING TENDERS

The selection criteria are as follows:

1- Operating conditions (location, opening hours, technical resources, time slots and flexibility measures)	20
2- Service costs (rates, payment terms)	15
3- Staff (number, qualifications and experience, management, training)	15
4- Organisation of the activity (making appointments, responsiveness to requests from the Administration, rapid updating of information, management of waiting lists, methods for transmitting daily	30

appointment lists to the Administration, monitoring of employee authorisations)	
5- Security and data protection measures	10
6- Quality control and communication with the Administration	10

6.5 VALIDITY PERIOD OF OFFERS

Tenders shall be valid for 120 days from the deadline for submission of tenders. If necessary, the public authority may ask candidates to extend the validity period of their tenders.

To do so, it shall send its request to all candidates via the email address provided. The request shall specify the period for which the validity of the tenders is to be extended.

If the candidate does not agree to maintain their tender, the public authority shall continue the procedure with only those candidates who have agreed to extend the validity period of their tenders.

7 AWARD

The contract shall be awarded to the tenderer whose bid is the most economically advantageous, in accordance with the award criteria set out in these consultation rules.

Rejected tenderers shall be informed of the rejection of their tender in accordance with the conditions set out in Articles R3126-11 to R3126-13 of the Public Procurement Code.

7.1. VERIFICATION OF GROUNDS FOR EXCLUSION

Following the analysis of the bids, the successful candidate is requested to provide, within **10 days** of receipt of the request, the following documents to prove that they comply with tax and social security regulations:

- Proof of registration

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- Up-to-date insurance certificates;
- Certificate of tax compliance;
- Certificate of submission of social security declarations and payment of social security contributions or equivalent document.

Bidders established abroad shall provide certificates issued by the authorities and bodies of their country of origin.

If the candidate is unable to provide these documents within the specified time limit, the public authority shall inform the candidate of its rejection and submit the same request to the next candidate in the ranking of bids.

8. LANGUAGE

Tenders must be written in French or English.

9. APPLICABLE LAW

This procedure is governed by French law.

10. DISPUTES

In the event of a dispute concerning the performance of the contract, the granting authority and the concessionaire may refer the matter to the advisory committee for the amicable settlement of disputes relating to contracts.

The procedure for the amicable settlement of disputes or litigation is that provided for in Articles R2197-1 to R2197-25 and D2197-13 to D2197-22 of the Public Procurement Code.

This contract is governed by French law.

In the event that an amicable agreement cannot be reached, the dispute shall be brought before the Administrative Court of Paris, 7 rue de Jouy, 75181 Paris Cedex 04.