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**Germany-Frankfurt am Main: ECB - Provision of Cleaning Services
2018/S 119-269880**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
European Central Bank
Sonnemannstrasse 22
Frankfurt am Main
60314
Germany
Contact person: Miklos Karoly
Telephone: +49 69/13440
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110
NUTS code: DE712
Internet address(es):
Main address: <http://www.ecb.europa.eu>
- I.2) **Information about joint procurement**
- I.4) **Type of the contracting authority**
European institution/agency or international organisation
- I.5) **Main activity**
Economic and financial affairs

Section II: Object

- II.1) **Scope of the procurement**
- II.1.1) **Title:**
Provision of Cleaning Services
Reference number: PRO-002920
- II.1.2) **Main CPV code**
90910000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
In the context of infrastructural facility management (IFM) the ECB aims to contract a supplier for the provision of high-quality cleaning services. The services encompass all of the ECB premises referred to in this tender, specifically areas, plants and facilities that require cleaning and maintenance in accordance with the room book

and related land register. The approximate total gross floor area is 272 000 m². The buildings to be cleaned comprise offices, meeting rooms, technical rooms, staff restaurant, cafeterias, fitness centers, car parking spaces and common rooms such as copy rooms, storage rooms, toilets, and changing rooms. Among other tasks the following main services are required:

- Internal cleaning,
- Windows, façade and indoor glass cleaning,
- Outside cleaning,
- Winter service,
- Pest control,
- Housekeeping of one private residence,
- Façade cleaning High-rise towers (optional).

II.1.6) **Information about lots**

This contract is divided into lots: no

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 13 565 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

II.2.2) **Additional CPV code(s)**

90919100
90919200
90911000
90911200
90911300

II.2.3) **Place of performance**

NUTS code: DE7

II.2.4) **Description of the procurement:**

Currently the ECB operates 3 office buildings, the Main Building in Frankfurt am Main, Ostend, with approx. 184 600 m² of floor area, the Eurotower in downtown Frankfurt with approx. 59 900 m² of floor area, the Japan Tower in downtown Frankfurt with 23 400 m² of floor area. Besides these buildings, there is an external computer center of approx. 3 000 m² of floor area in Frankfurt, an office in Brussels of approx. 280 m² of space and a residence in Frankfurt with approx. 220 m². The requirements might change over the contract duration. In order to meet the needs of the ECB, the required service must be of a high quality. The Contractor shall carry out the IFM cleaning services in a professional manner, using suitable personnel, in order to satisfy the hygiene and sanitation requirements of the units to be cleaned, ensuring that the same are well maintained. The IFM service shall include both a daily and a periodic cleaning service of the buildings, the cleaning of interior windows and glass surfaces, as well as the façade cleaning from the outside, outdoor cleaning and winter service at the ECB Main building, and pest control at the ECB Main Building and the Eurotower according to the conditions which will be contained in detail in the Invitation to Tender and the detailed Specification for Cleaning Services annexed to the ITT. All standard cleaning-related tasks are in principle to be performed as daytime cleaning, with the exception of only a few especially noise-intensive or disruptive tasks.

II.2.5) **Award criteria**

Quality criterion - Name: Organization and Resources / Weighting: 6

Quality criterion - Name: Start-up Phase / Weighting: 5

Quality criterion - Name: Concept for Documentation & Reporting / Weighting: 2
Quality criterion - Name: Concept for Customer Satisfaction and Quality and Environmental Management / Weighting: 6
Quality criterion - Name: Services at the end of the contract / Weighting: 1
Quality criterion - Name: Internal Cleaning Concept / Weighting: 15
Quality criterion - Name: Interior glass/window and façade cleaning concept / Weighting: 3
Quality criterion - Name: Outside Cleaning Concept / Weighting: 3
Quality criterion - Name: Winter Services Concept / Weighting: 3
Quality criterion - Name: Pest Control Concept / Weighting: 3
Quality criterion - Name: Housekeeping Services of a Private Residence / Weighting: 3
Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 5
Price - Weighting: 45

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Type of procedure**

Competitive procedure with negotiation

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.6) **Information about electronic auction**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2017/S 126-255698](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Contract No: 1

Lot No: 1

Title:

Provision of Cleaning Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

05/06/2018

V.2.2) **Information about tenders**

Number of tenders received: 5

The contract has been awarded to a group of economic operators: no

V.2.3) Name and address of the contractor

Gonder Facility Services GmbH
HRB 38408
August-Schanz-Strasse 18
Frankfurt am Main
60433
Germany
Telephone: +49 695480900
Fax: +49 6954809099
NUTS code: DE7
The contractor is an SME: no

V.2.4) Information on value of the contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: 16 000 000.00 EUR
Total value of the contract/lot: 13 565 000.00 EUR

V.2.5) Information about subcontracting

The contract is likely to be subcontracted
Value or proportion likely to be subcontracted to third parties
Proportion: 2 %
Short description of the part of the contract to be subcontracted:
Pest control and cleaning of the ECB's Brussels office is likely to be sub-contracted.

Section VI: Complementary information

VI.3) Additional information:

The procurement documentation can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure, register via the Internet platform using the following Internet address, user name and password:

Internet address: <https://www.ecb.europa.eu/secure/procurement/>

User name: 002920/A/ADS/2017.

Password: 8D8D42.

After you have registered an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Use the new user name and password to download the procurement documentation.

However, your mere registration and downloading the procurement documents does not constitute an application. You must submit your application in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the documentation do not hesitate to contact the ECB under the following e-mail address:

procurement@ecb.europa.eu quoting the procurement number and problem experienced.

The ECB shall endeavor to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of applications.

The procurement procedure shall be open on equal terms to all natural or legal persons resident or located in the European Union and to all natural and legal persons resident or located in a country which has ratified the World Trade Organization Agreement on Government Procurement or has concluded with the European Union a bilateral agreement on procurement under the conditions laid down in the said agreements.

The procurement procedure is conducted in accordance with Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2), OJ L 45, 20.2.2016, p. 15 as amended, available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

During the procurement procedure tenderers shall not contact any ECB staff members or organizations/ persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1). Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Sonnemannstrasse 20
Frankfurt am Main
60314
Germany
Telephone: +49 6913440
Fax: +49 6913446886
Internet address: <http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

European Ombudsman
1 avenue du Président Robert Schuman
Strasbourg
67001
France

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

Central Procurement Office
Sonnemannstrasse 20
Frankfurt am Main
60314
Germany
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**

13/06/2018