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**Germany-Frankfurt-on-Main: ECB - Family care services
2017/S 045-081817**

Contract notice

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: Rosemary Cowlard
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) Joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/secure/procurement/>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

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:

Family care services.
Reference number: PRO-003044.

II.1.2) Main CPV code

85312110 - DA31 - DA27 - DA34

II.1.3) Type of contract

Services

II.1.4) Short description:

The ECB in Frankfurt employs over 3 000 staff representing all countries of the European Union. Many of the staff members have relocated to Frankfurt specifically for their employment at the ECB, often bringing with them young families. These families require assistance in settling into a new city, and for most of them a new country as well. It is therefore important for the families to have access to appropriate, reliable and timely advice on how to best organise their family care and meet the needs of sporadic unplanned short-term emergency childcare.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

85312100
85312300

II.2.3) **Place of performance**

NUTS code: DE712

Main site or place of performance:
Frankfurt-on-Main.

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

The family care services consist of 2 main elements:

(i) family care services; and

(ii) administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places.

(i) Family care services:

The service shall support ECB staff, their partners and other groups (in particular ECB trainees, seconded staff and agency staff) in finding workable solutions for their family care needs.

The service provider shall be in a position to provide the following:

a) database/online search tool and website to search and find family carers;

b) individual search support and general advice for family care via a telephone hotline for:
— regular family care, and
— emergency care;

c) provision of presentations and/or information sessions on related topics on the premises of the ECB or at the provider's office.

(ii) Administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places:

Administrative service dealing with the registration (including entitlement check) for and allocation of the ECB childcare places, made available from currently 2 childcare service providers.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 48

This contract is subject to renewal: no

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged number of candidates: 3

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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 III: Legal, economic, financial and technical information

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

III.1.2) **Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3) **Technical and professional ability**

Selection criteria as stated in the procurement documents

III.1.5) **Information about reserved contracts**

III.2) **Conditions related to the contract**

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

'In line with the terms and conditions of the draft contract. See details in the procurement documents.'

III.2.3) **Information about staff responsible for the performance of the contract**

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) **Information about negotiation**

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 24/03/2017

Local time: 18:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

IV.2.4) **Languages in which tenders or requests to participate may be submitted:**

English

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) **Conditions for opening of tenders**

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about electronic workflows**

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 ID: 003044/DGHR/ESE/2017/PQP

Password: 317E62

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 endeavour 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 tenders.

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 Organisation 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 organisations/ 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 Division of the European Central Bank
Sonnemannstraße 22
Frankfurt am Main
60314
Germany
E-mail: procurement@ecb.europa.eu
Fax: +49 6913447110
Internet address:<http://www.ecb.europa.eu>

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

22/02/2017