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## Germany-Frankfurt am Main: Provision of Staff Info Point and Other Staff Information and Integration Services 2023/S 070-212069

### Contract notice

#### Services

#### Legal Basis:

Directive 2014/24/EU

#### **Section I: Contracting authority**

##### I.1) **Name and addresses**

Official name: European Central Bank  
National registration number: PRO-006293  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Postal code: 60314  
Country: Germany  
Contact person: Central Procurement Office  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Telephone: +49 69/13440  
Fax: +49 69/13447110

##### **Internet address(es):**

Main address: <http://www.ecb.europa.eu>

##### I.3) **Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>  
Additional information can be obtained from the abovementioned address  
Tenders or requests to participate must be submitted electronically via: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>  
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:**

Provision of Staff Info Point and Other Staff Information and Integration Services  
Reference number: PRO-006327

###### II.1.2) **Main CPV code**

85312300 Guidance and counselling services

###### II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB has about 5 500 employees and trainees from all over Europe, with only 28 % of German nationality. Most new joiners move to Frankfurt from other European Member States, when taking up the appointment at the ECB. The ECB's working language is English and thus, many ECB staff members do not speak German at all or at a beginner or intermediate level only. Many new ECB personnel are not familiar with Germany, German infrastructure/authorities, legal requirements when settling into Germany, or the German culture and have a special need for information and support to be able to successfully integrate into their new lives in Frankfurt and at the ECB.

Therefore, the ECB is looking for a contractor to provide staff info point services for ECB personnel over the lifecycle of their ECB employment or their temporary assignment to the ECB to facilitate, in particular, the initial months in Frankfurt after arrival.

II.1.5) **Estimated total value**

Value excluding VAT: 1 720 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

85312300 Guidance and counselling services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Frankfurt am Main, GERMANY.

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

Provision of staff info point and other staff information and integration services shall encompass hands-on support for ECB personnel as well as their families in dealing with local authorities and companies (e.g. registration with local authorities, utility companies, provision of English-speaking contacts), information on local service offers (e.g. expat community in Frankfurt) and on ECB internal service offers. Furthermore, services shall cover supporting the ECB in its dealings with its integration related service providers (e.g. temporary accommodation or childcare) and the provision of other integration related services (e.g. the organisation or coordination of newcomer events).

The ECB intends to award a service contract to the tenderer offering the best value for money for a period of four years, from 1 April 2024 to 31 March 2026 with the option to extend the contract for up to 2 additional years.

The ECB expects that the contractor will make itself available for a hand-over period as of March 2024.

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**

Value excluding VAT: 1 720 000.00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended to another 24 months.

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

Envisaged number of candidates: 5

Objective criteria for choosing the limited number of candidates:

The ECB envisages to invite five candidates to submit a tender provided that a sufficient number of candidates meeting the selection criteria is available.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

Estimated contract value of this framework agreement is EUR 1 720 000 and the maximum value for this framework agreement is EUR 2 650 000.

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions for participation**

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

**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**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

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

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

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

Date: 10/05/2023

Local time: 12:00

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)

## **Section VI: Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: no

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

Electronic ordering will be used

### **VI.3) Additional information:**

This tender procedure is conducted via the ECB's electronic tendering system (e-tendering) which can be accessed via the following internet address:

<http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

If you have not used the ECB's electronic tendering system before, you need to register via the above link (click on 'Register'). Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on 'Login') and to access the tender documentation. Please note that:

— A registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system. Therefore, please keep your user credentials for the future;

— In case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB's prior online system, you nevertheless need to register once to the ECB's electronic tendering system under the above address;

— Your mere registration does not constitute an application/tender. You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation.

The system reference number for the above procurement is: RFX-PT-2023-000031: PRO-006327-R1-Staff info&integration

To download the tender documents, log on to the ECB's electronic tendering system with your login and password. Expand the field 'Public Tenders – Upcoming Events'. Click on 'Click to request an invitation to this event' for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to 'Invited' and the RFX documentation will be accessible via the RFX tab.

Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support.

Should you require technical help when using the system, please contact the ECB's technical support team at [sourcing.support@ecb.europa.eu](mailto:sourcing.support@ecb.europa.eu) by quoting the reference number and the problem experienced.

Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB's e-tendering system (under the tab 'Discussion').

The ECB endeavours to answer all queries as quickly as possible but cannot guarantee a minimum time response. The ECB shall not be bound to reply to queries received less than seven calendar days before the time-limit for the submission of tenders.

The tender 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 tender procedure is conducted in accordance with Decision ECB/2016/2 laying down the rules on procurement (as amended), available at

<https://www.ecb.europa.eu/ecb/legal/1001/procurement/html/index.en.html>

And in EUR-Lex:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02016D0002-20200501>.

### **VI.4) Procedures for review**

VI.4.1) **Review body**

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
Postal code: 60314  
Country: Germany  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Telephone: +49 6913440  
Internet address: <http://www.ecb.europa.eu>

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

Official name: The European Ombudsman  
Postal address: 1 avenue du Président Robert Schuman, CS 30403  
Town: Strasbourg Cedex  
Postal code: 67001  
Country: France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:  
Within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of Decision ECB/2016/2 laying down the rules on procurement, as amended. Further requirements are outlined in Article 39 of this decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

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

Official name: Central Procurement Office of the European Central Bank  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
Postal code: 60314  
Country: Germany  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Telephone: +49 6913440  
Internet address: <http://www.ecb.europa.eu>

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

29/03/2023