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**Germany-Frankfurt am Main: ECB - Provision of Services at the  
ECB's Staff Information Point (Lot 1) and Relocation Services (Lot 2)  
2019/S 138-338742**

**Contract notice**

**Services**

**Legal Basis:**

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: Central Procurement Office  
E-mail: [procurement@ecb.europa.eu](mailto: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.3) **Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://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: <http://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 Services at the ECB's Staff Information Point (Lot 1) and Relocation Services (Lot 2)  
Reference number: PRO-004775

II.1.2) **Main CPV code**

79613000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB is looking for suppliers to participate in the tender procedure for staff information point and relocation services. As an international organization with over 4 000 Staff members from all over the EU and the World, the ECB seeks staff information and relocation consultancy services to help its newly hired international staff to facilitate integration into their new environment in Frankfurt am Main, Germany. The ECB provides newcomers with relevant information about living in Germany e.g. relocation information (i.e. accommodation search services, not removal services), dealing and liaising with local authorities, finding a place to live, etc. Furthermore, the ECB provides certain staff categories with temporary accommodation for the duration of their contract, provided by third parties.

II.1.5) **Estimated total value**

Value excluding VAT: 2 140 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

II.2) **Description**

II.2.1) **Title:**

Staff Information Point Services  
Lot No: 1

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

63513000

II.2.3) **Place of performance**

NUTS code: DE7

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

For Lot 1, the ECB is seeking a supplier to provide a comprehensive set of services on a daily basis in its staff info point offices (Taunustor 2, 60311 Frankfurt am Main and Sonnemannstrasse 20, 60314 Frankfurt am Main) during its regular opening hours (currently 9 a.m. until 13:00 p.m) plus one hour per day for follow-up activities during opening hours.

Service provision needs to be ensured by the supplier throughout the year at both staff info point offices. The services have to be provided independently and will be effected without the supervision of the ECB for service delivery. The suppliers will have to organise the staffing of the different staff info point offices independently within the defined opening hours.

Services include (but are not limited to):

- advising and providing information about a wide range of daily life-related issues related to settling in in Frankfurt (e.g.: registration with local authorities, utility companies, car registration procedures, customs regulations, schooling, accommodation-related issues, cultural and social networks/programs, public contacts and procedures relating to disabled individuals, etc.,
- guidance and support on obtaining the documents and certifications from the German Foreign Office and other authorities (e.g. 'Sonderausweise', 'Laissez Passer', etc.),
- provision of advice on accommodation issues,
- providing services for/participating at the ECB's Welcome event for newcomers (organized twice a month) with respect to issues falling into the scope of services described above,

— providing advice and topical input for integration/social events and activities and ancillary support for the above services.

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: 1 340 000.00 EUR

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 minimum number: 5

Objective criteria for choosing the limited number of candidates:

- quality of the provided track record for service delivery to intergovernmental or non-governmental organizations and/or multi-national corporate clients with multinational staff. Weighting of this criterion: 50 %,
- quality of the provided track record for advisory services with regard to integration issues in the Rhine-Main area. Weighting of this criterion: 50 %.

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**

II.2) **Description**

II.2.1) **Title:**

Relocation Services  
Lot No: 2

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

98392000

II.2.3) **Place of performance**

NUTS code: DE7

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

For Lot 2, the ECB is seeking a supplier who is able to provide services in relation to relocation of staff members to the Frankfurt area. Attention: Services do not include removal services, only consultancy services regarding relocation. The services shall include (but not limited to):

- provision of general housing information via a website and in printable format (property market situation in Frankfurt and the Rhein-Main area, rules, regulations, applicable legal issues which a newcomer should be aware of, administrative tasks before, during and after a move, etc.),
- consultancy services to staff members to find suitable rental housing/accommodation,
- provision of individual housing search services based on questionnaires and/or personal interviews.

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: 800 000.00 EUR

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 minimum number: 5

Objective criteria for choosing the limited number of candidates:

Quality of the provided reference contract(s) provided for either intergovernmental or non-governmental organizations and/or multinational corporate clients with multinational staff, the scope and size of which is of a similar nature as the scope described in this procurement documentation. Weighting of this criterion: 100 %.

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:

As stated in the procurement documents.

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**
- 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: 09/08/2019  
Local time: 12:00
- IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**  
Date: 02/09/2019
- 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**  
Electronic invoicing will be accepted
- 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-2019-000010: PRO-004775-R1-StaffInfoPoint&Relocation.

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 endeavors 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 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 tender procedure is conducted in accordance with ECB Decision 2016/2 laying down the Rules on Procurement (as amended), available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

**VI.4) Procedures for review**

**VI.4.1) Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Sonnemannstrasse 22  
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**

The European Ombudsman  
1 avenue du Président Robert Schuman, CS 30403  
Strasbourg Cedex  
67001  
France

**VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures:  
15 days from the receipt of the information specified in Article 34(3) of ECB Decision 2016/2 laying down the Rules on Procurement or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. 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**

Central Procurement Office of the European Central Bank c/o Legal Advice Team  
Sonnemannstrasse 22  
Frankfurt am Main  
60314  
Germany  
Telephone: +49 6913440  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 6913447110  
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**  
08/07/2019