

ECB - crisis management and crisis communication services (D-Frankfurt-on-Main)

2008/S 28-036705

Contract notice

Section I: Contracting authority

I.1) Name, addresses and contact point(s):

European Central Bank, attn: Ezequiel Gomez, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44-85 87. E-mail: procurement@ecb.europa.eu.

Internet address(es):

General address of the contracting authority (URL): www.ecb.europa.eu

Further information can be obtained from:

the above-mentioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:

the above-mentioned contact point(s).

Tenders or requests to participate must be sent to:

the above-mentioned contact point(s).

I.5) Type of the contracting authority and main activity or activities:

European institution/agency or international organisation.

The contracting authority is purchasing on behalf of other contracting authorities: no.

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Crisis management and crisis communication services.

II.1.2) Type of contract and location of works, place of delivery or of performance:

Services.

Service category No 11.

Main place of performance:

ECB; D-Frankfurt-on-Main.

NUTS code: DE712.

II.1.3) The notice involves:

The establishment of a framework agreement.

II.1.4) Information on framework agreement:

Framework agreement with a single operator — if all lots are awarded to 1 provider.

Duration of the framework agreement: 4 years, possibly including up to 4 annual renewals.

Justification for a framework agreement the duration of which exceeds 4 years:

need for continuation of supplier in view of the need for consistency and confidentiality of the subject.

II.1.5) Short description of the contract or purchase(s):

The successful contractor's(s') will be related to further development of the existing business continuity programme, in particular with regard:

- lot 1: crisis management manual;
- lot 2: crisis communication manual;
- lot 3: crisis management training programme;
- lot 4: crisis communication training programme.

Tenderers may apply for 1, several or all of the lots. The ECB prefers in principle to award a maximum of 2 contracts (1 for lots 1 and 3 and another contract for lots 2 and 4). However, this is not a precondition and the ECB will seek the best offers in terms of value for money. Therefore, a maximum of 4 contracts, 1 per lot, could be possible.

II.1.6) **Common procurement vocabulary (CPV):**

74140000, 74141700, 74142000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**

Yes.

II.1.8) **Division into lots:**

Tenders should be submitted for 1 or more lots.

II.1.9) **Variants will be accepted:**

No.

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

A minimum of 3 seminars (trainings) per year are in principle foreseen both for crisis communication and crisis management.

II.2.2) **Options:**

No.

Number of possible renewals: 4 for range: of 1 year each.

II.3) **Duration of the contract or time-limit for completion:**

40 months from the award of the contract.

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

No deposit is required but where applicable, the successful tenderer (or, in the case of a successful consortium bid, each member of the consortium) may be required to provide a parent-company guarantee.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**

Method of payment will be in accordance with the terms and conditions of the draft contract which will be annexed to the tender specification (Invitation to Tender – ITT).

III.1.3) **Legal form to be taken by the grouping of economic operators to whom the contract is to be awarded:**

Subcontracting is permitted. Tenderers must state clearly in their bid which parts will be subcontracted. The names of the subcontracting companies must be clearly stated in the bid, and these companies must comply with similar exclusion criteria as the tenderers.

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

Yes.

the ECB prefers in principle offers from companies/individuals with EU secrecy certification or similar.

III.2) **Conditions for participation**

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:

Information and formalities necessary for evaluating if requirements are met:

candidates wishing to bid must provide information (including that indicated below) by requesting the ECB's application form from the address in I.1 and submitting it complete to the ECB by the date in IV.3.4.

(a) Full company name, business address and registered address (if different) and registration number;

(b) All requested information must be returned in hard copy by the date in IV.3.4.

III.2.2) Economic and financial capacity:

Information and formalities necessary for evaluating if requirements are met:

(a) economic capacity.

Minimum level(s) of standards possibly required:

candidates must submit the following information and documents with their request to participate, so that their minimum economic capacity can be assessed:

(a) statement of annual turnover in the past 3 financial years for services similar to those required in this invitation to tender. To be eligible, companies must have an average annual turnover of at least EUR 100 000 for services similar to those included under lots 1 and 2; and of at least EUR 300 000 for services similar to those included under lots 3 and 4;

(b) balance sheets for the past 3 financial years must be supplied with the statement of annual turnover, or other supporting documents;

(c) documents that proves that social security contributions and taxes have been paid, pursuant to the laws of the country in which the applicant is established.

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if requirements are met:

(a) resource availability: candidates shall demonstrate they have sufficient staff to deliver the services and cover for potential non-availability of the staff allocated to this contract(s);

(b) level of qualifications, certifications, affiliations, potential publications: applicant companies must have at least 3 years professional experience in the required services. In addition, the curricula vitae of the staff possibly to be employed on this consultancy project shall be provided showing at least 3 years of professional experience in providing the services required under lots 1 and 2; and at least 1 person with 7 years experience plus others with at least 3 years experience on the services required under lots 3 and 4. This applies also in the case of subcontracting in that the curricula vitae of possible subcontracted consultants shall be provided;

(c) consulting and training competencies: evidence of candidates' consulting and training competencies, and the quality-assurance measures they have adopted for the type of services at stake;

(d) methodologies: applicants shall demonstrate having swift access to best practices in the subjects at stake. They will submit an outline description of the methodologies and models of best practice in crisis management/communication to be drawn upon during the delivery of the contract;

(e) experience in providing similar services to institutions comparable to the ECB: list of the principal services supplied over the past 3 years which were similar to those required. Applicants shall specify, for each contract mentioned, the values, dates and names and particulars of the public or private recipients involved. Furthermore, for the 3 principal contracts carried out, candidates must provide detailed information on the nature of said services and the quantity thereof. In particular, applicants shall inform at least about achievements in terms of assessment of systems and procedures in place at the start of assignments, leading to enhancements and or new, improved procedures/systems. Should the applicant be bound by confidentiality agreements with third parties it must provide all the information possible as well as proof or commitment of their accuracy;

(f) language skills: staff providing the services must have a very good command of English with proven drafting ability;

(g) pricing model: applicants are invited to describe their pricing model for each of the lots. This request is for information purposes and will not be part of the qualifying and/or selection criteria.

III.3) Conditions specific to service contract

III.3.1) Execution of the service is reserved to a particular profession:

No.

III.3.2) Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service:

Yes.

See requirement of III.2.1(c).

Section IV: Procedure

IV.1) Type of procedure:

Negotiated.

Candidates have already been selected: no.

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate:

Minimum envisaged number of operators: 5.

Objective criteria for choosing the limited number of candidates:

applications shall be scored, ranked and selected based upon the information they provide in response to sections III.1 and III.2 of this contract notice.

IV.1.3) Reduction of the number of operators during the negotiation or dialogue:

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

IV.2) Award criteria

IV.2.1) Award criteria:

The most economically advantageous tender in terms of the criteria stated below:

criteria; weighting:

1. quality; 55 %;

2. price; 45 %.

IV.2.2) An electronic auction will be used:

No.

IV.3) Administrative information

IV.3.1) File reference number attributed by the contracting authority:

5915/H/ORP/2007.

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document:

Time-limit for receipt of requests for documents or for accessing documents:

27.2.2008 (17:00), CET.

Payable documents: no.

IV.3.4) Time-limit for receipt of tenders or requests to participate:

6.3.2008 (17:00), CET.

IV.3.6) Language(s) in which tenders or requests to participate may be drawn up:

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender:**

9 months from the date stated for receipt of tenders.

IV.3.8) **Conditions for opening tenders:**

Tenders shall be opened shortly after the deadline for receipt of tenders has expired, at the address in point I.1.

Persons authorised to be present at the opening of tenders: no.

Members of staff of the ECB only.

Section VI: Complementary information

VI.2) **Contract related to a project and/or programme financed by Community funds:**

No.

VI.3) **Additional information:**

The candidates shall submit their applications using the application form.

The tender procedure will be concluded in accordance with the ECB procurement framework under the principles of transparency, equal access, publicity, and equal treatment, with the overall objective to obtain best value for money for the ECB.

The ECB procurement framework is detailed in the 'Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5 – 2007/497/EC)' which was published in the O.J. L 184, 14.7.2007, 34 and on the ECB's web site (<http://www.ecb.europa.eu/ecb/proc/tenders/html/index.en.html>).

The contract is intended initially for 4 years, with possible annual extensions up to 4 times (total maximum potential duration: 8 years).

The contract shall be governed by and interpreted under German civil law.

The ECB reserves the right not to make any award and reserves the right to accept all or part of any tender unless the tenderer expressly stipulates otherwise in their tender. The ECB reserves the right to disqualify any applicant who provides information which proves to be incorrect.

The ECB will not be liable for any costs, nor shall it reimburse any expenses or losses that tenderers may incur in connection with the submission of their proposals. Proposals received will not be returned and will remain the property of the ECB.

Applications shall be delivered, sealed in an envelope, not bearing any indication of the Tenderer on the envelope, or in the franking, clearly marked with the contract name and addressed as in I.1 above, so as to arrive no later than the date and time specified in IV.3.4.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures:**

European Central Bank — Procurement Review Body of the ECB, c/o Central Procurement Office, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44-0. E-mail: procurement@ecb.europa.eu. URL: www.ecb.europa.eu

VI.4.2) **Lodging of appeals:**

Precise information on deadline(s) for lodging appeals:

15 calendar days from receipt of the notification to unsuccessful bidders.

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

30.1.2008.