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**Germany-Frankfurt am Main: Call for Expression of Interest
Regarding the Provision of an Employee Assistance Programme
2021/S 245-642522**

Contract notice

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses

Official name: European Central Bank
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Corina Knapp
E-mail: procurement@ecb.europa.eu
Telephone: +49 69/13440

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: <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 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:

Call for Expression of Interest Regarding the Provision of an Employee Assistance Programme
Reference number: PRO-006474

II.1.2) Main CPV code

85312300 Guidance and counselling services

II.1.3) Type of contract

Services

II.1.4) Short description:

ECB is looking for a supplier for the provision of a comprehensive Employee Assistance Programme (EAP) for its personnel and further entitled persons/groups. The EAP is aimed at supporting entitled persons with emotional and psychological issues in case of emotionally challenging situations, such as stress at work, burnout, mobbing and harassment, depression, addiction, family/partnership problems, parenting and adolescence, adjustment difficulties (such as to adverse life situations) and health/psychosomatic issues, as well as anxiety disorders, death, disabilities or other adverse situations in life etc.

II.1.5) **Estimated total value**

Value excluding VAT: 1 521 112.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

85300000 Social work and related services

II.2.3) **Place of performance**

NUTS code: BE Belgique / België

NUTS code: DE7 Hessen

NUTS code: UK United Kingdom

NUTS code: US United States

Main site or place of performance:

The Services will take place:

- (i) remote,
- (ii) face-to-face in the areas where the ECB is located, and
- (iii) on site at ECB premises.

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

ECB is looking for a supplier for the provision of a comprehensive Employee Assistance Programme (EAP) for its personnel and further entitled persons/groups. The EAP is aimed at supporting entitled persons with emotional and psychological issues in case of emotionally challenging situations, such as stress at work, burnout, mobbing and harassment, depression, addiction, family/partnership problems, parenting and adolescence, adjustment difficulties (such as to adverse life situations) and health/psychosomatic issues, as well as anxiety disorders, death, disabilities or other adverse situations in life etc.

Access to the Employee Assistance Programme shall happen via a dedicated website for the ECB with e-mail and online chat functionality and via a toll-free 24/7 worldwide hotline, where entitled users can get access to the following services:

- A) remote social counselling services via telephone (or if requested via other remote channels such as chat)
- B) face-to-face social counselling (i.e. physical meetings) in the areas where the ECB is located (Rhine-Main area, Brussels, Washington, London and future areas in which the ECB might open a representation, e.g. Asia);
- C) dedicated onsite Social counselling services (individuals/groups) via fixed, i.e. named, social counsellors including mediation services at the ECB premises in Frankfurt am Main.

While social counselling under A), B) and C) includes also counselling of colleagues including managers regarding difficult team situations e.g. dealing with unexpected and severe situations (e.g. accidents, death cases, suicide, sickness, harassment, substance abuse/addiction etc.), the ECB has a dedicated separate

management training and coaching offer in place for the general development of job related competencies covering also management and leadership skills and challenges;

D) hands-on/personal community care assistance services (social worker type support) providing personalised support and local accompaniment regarding the German social benefit and health system and social health related authorities in the Rhein-Main area;

Furthermore, the successful provider shall provide the following upon request:

- crisis intervention and support services including trauma counselling and emotional first aid services at the ECB premises in case of major crises (e.g. terror attack or onsite suicide cases) at the ECB, and/or
- moderate remembrance events, and/or
- for wellbeing related presentations, health promotions, preventative measures, trainings, and workshops.

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: 1 521 112.00 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.2.10) **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**

The maximum value of this procurement is EUR 1 977 445.

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

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

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**

The procurement involves the establishment of a framework agreement

Framework agreement with a single operator

IV.1.5) **Information about negotiation**

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: 19/01/2022

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: 9 (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 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-2021-000097: PRO-006474-R1-Employee Assistance

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 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 ECB Decision 2016/2 laying down the Rules on Procurement (as amended), available on the ECB website at <https://www.ecb.europa.eu/ecb/legal/1001/procurement/html/index.en.html>

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: generalcourt.registry@curia.europa.eu

Telephone: +352 43031

Internet address: <http://www.curia.europa.eu>

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

Official name: European Ombudsman

Postal address: 1 avenue du Président Robert Schuman

Town: Strasbourg

Postal code: 67001

Country: France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Not applicable.

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

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

VI.5) **Date of dispatch of this notice:**
06/12/2021