

Germany – Customer survey services – Consultancy Services for Engagement Surveys (pulse surveys)**OJ S 26/2024 06/02/2024****Contract or concession notice – standard regime
Services**

1. Buyer**1.1. Buyer**

Official name: European Central Bank

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: Economic affairs

2. Procedure**2.1. Procedure**

Title: Consultancy Services for Engagement Surveys (pulse surveys)

Description: The European Central Bank (ECB) is seeking suitable candidates through Call for Applications (CfA) that will be invited to participate in the negotiated procedure and to submit a tender for a Contract, which includes the following:

- Provide expert guidance to develop, with input from ECB stakeholders, pulse surveys in alignment with best practice, including a library of customisable, validated questions with benchmarks.
- Deliver an external online platform for administering the pulse survey, analysing the results, and following-up.
- Deliver dashboards with a range of survey analytics, including descriptive, predictive, trend, and sentiment analysis.
- Deliver action plan management tools including dashboards, templates, and targeted recommendations.
- Provide onboarding support and training for HR staff and other employees (e.g. managers) who may access the platform to launch surveys, view analytics dashboards, and access action planning templates and recommendations.
- Provide project management support for the pulse survey design, implementation, and follow-up. This support should include a mutually agreeable project plan that clearly describes all phases of the project (planning, design, platform implementation, survey launch, analysis, and follow-up actions/briefings) with a clear schedule, milestones, responsibilities, and deliverables.
- Deliver a clear communication plan, including communication templates and briefings, that results in all employees understanding the purpose and importance of the pulse survey, the outcomes anticipated by the ECB, and their role in helping to achieve these outcomes.

Procedure identifier: 66f0333a-e8b3-425e-bdb6-a75473c3db83

Internal identifier: PRO-009940

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey services

2.1.2. Place of performance

Postal address: European Central Bank Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

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-2024-000005: PRO-009940-R1-Survey provider 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.

2.1.3. Value

Estimated value excluding VAT: 400 000,00 EUR

Maximum value of the framework agreement: 400 000,00 EUR

2.1.4. General information

This cancelled or unsuccessful procedure or lot will be relaunched

Legal basis:

Directive 2014/24/EU

<http://data.europa.eu/eli/dec/2016/245/2020-05-01> - Consolidated text: Decision (EU) 2016/245 of the European Central Bank of 9 February 2016 laying down the rules on procurement (ECB/2016/2) (recast)

2.1.6. Grounds for exclusion:

Purely national exclusion grounds: Based on Art. 30 of the ECB Procurement rules (Decision ECB/2016/2, as amended)

5. Lot

5.1. Lot: LOT-0001

Title: Consultancy Services for Engagement Surveys (pulse surveys)

Description: as described before
Internal identifier: PRO-009940

5.1.1. Purpose

Main nature of the contract: Services
Main classification (cpv): 79342310 Customer survey services
Options:
Description of the options: Contract renewable for one additional year.

5.1.3. Estimated duration

Duration: 3 Year

5.1.6. General information

Reserved participation: Participation is not reserved.
Procurement Project not financed with EU Funds.
The procurement is covered by the Government Procurement Agreement (GPA)

5.1.9. Selection criteria

Criterion:
Type: Technical and professional ability
Name: Reference projects and samples
Description: As described in the Call for Application
Use of this criterion: Used
The criteria will be used to select the candidates to be invited for the second stage of the procedure
Information about the second stage of a two-stage procedure:
Minimum number of candidates to be invited for the second stage of the procedure: 5
The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.10. Award criteria

Criterion:
Type: Cost
Description: As will be announced in the Invitation to Tender
Weight (percentage, exact): 40

Criterion:
Type: Quality
Description: As will be announced in the Invitation to Tender
Weight (percentage, exact): 60

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English
Address of the procurement documents: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Ad hoc communication channel:
Name: ECB e-tendering platform
URL: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

5.1.12. Terms of procurement

Terms of submission:
Electronic submission: Required

Address for submission: <https://procurement.ecb.europa.eu/sourcing/fsvendor/vendordesktop/index>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 01/03/2024 12:00:00 (UTC+1)

Terms of contract:

Electronic invoicing: Required

Electronic payment will be used

Information about review deadlines: Aggrieved candidates or tenderers may challenge in writing the ECB's decision to reject their application or tender before the ECB's Procurement Review Body (PRB). The appeal before the PRB must be lodged 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. Decisions of the PRB may be challenged before the Court of Justice of the European Union.

5.1.15. Techniques

Framework agreement: Framework agreement, without reopening of competition

Maximum number of participants: 1

Information about the dynamic purchasing system: No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: The European Ombudsman

Review organisation: General Court of the European Union

Organisation providing more information on the review procedures: European Central Bank

8. Organisations

8.1. ORG-0001

Official name: European Central Bank

Registration number: 0001

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Central Procurement Office

Email: procurement@ecb.europa.eu

Telephone: +49 69 1344 0

Internet address: <https://www.ecb.europa.eu/home/html/index.en.html>

Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Buyer profile: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

Roles of this organisation:

Buyer

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: General Court of the European Union

Registration number: 0002

Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postcode: L-2925
Country subdivision (NUTS): Luxembourg (LU000)
Country: Luxembourg
Contact point: Registry of the General Court
Email: generalcourt.registry@curia.europa.eu
Telephone: +352 43031
Fax: +352 4302100
Internet address: <http://www.curia.europa.eu>

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: The European Ombudsman
Registration number: 0003
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg
Postcode: 67001
Country subdivision (NUTS): Bas-Rhin (FRF11)
Country: France
Email: eo@ombudsman.europa.eu
Telephone: +33 3 88 17 23 13

Roles of this organisation:

Mediation organisation

11. Notice information

11.1. Notice information

Notice identifier/version: bdf733bc-6af4-472f-9b34-4a3186a71d3f - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice dispatch date: 05/02/2024 11:24:34 (UTC)
Languages in which this notice is officially available: English

11.2. Publication information

Notice publication number: 78025-2024
OJ S issue number: 26/2024
Publication date: 06/02/2024