3/08/2022

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# Germany-Frankfurt am Main: Provision of an Employee Assistance Programme 2022/S 161-457854

#### Contract award notice

# Results of the procurement procedure

#### **Services**

# **Legal Basis:**

Directive 2014/24/EU

# **Section I: Contracting authority**

#### 1.1) 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

#### 1.4) Type of the contracting authority

European institution/agency or international organisation

# 1.5) Main activity

Economic and financial affairs

#### **Section II: Object**

#### II.1) Scope of the procurement

## II.1.1) Title:

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 looked 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

23/08/2022 S161 1 / 5

23/08/2022 2 / 5

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.1.6) Information about lots

This contract is divided into lots: no

## II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: 1 521 112.00 EUR

#### 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 looked 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

23/08/2022 S161 2 / 5

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

Quality criterion - Name: Quality of the tender / Weighting: 50

Price - Weighting: 50

#### 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 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

# 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

Notice number in the OJ S: 2021/S 245-642522

- IV.2.8) Information about termination of dynamic purchasing system
- IV.2.9) Information about termination of call for competition in the form of a prior information notice

#### **Section V: Award of contract**

# Title:

Call for Expression of Interest Regarding the Provision of an Employee Assistance Programme

A contract/lot is awarded: yes

#### V.2) Award of contract

## V.2.1) Date of conclusion of the contract:

26/07/2022

# V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

23/08/2022 S161 3 / 5

23/08/2022 4 / 5

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: no

#### V.2.3) Name and address of the contractor

Official name: INSITE - Interventions GmbH

Town: Frankfurt

NUTS code: DE Deutschland

Country: Germany

The contractor is an SME: yes

#### V.2.4) Information on value of the contract/lot (excluding VAT)

Total value of the contract/lot: 1 145 248.60 EUR

## V.2.5) Information about subcontracting

# **Section VI: Complementary information**

## VI.3) Additional information:

The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9 February 2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website: (http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html).

## VI.4) Procedures for review

# VI.4.1) Review body

Official name: General Court

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

23/08/2022 S161 4 / 5

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

11/08/2022