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**Germany-Frankfurt-on-Main: ECB - Crisis management consultancy services  
2017/S 013-019114**

**Contract notice**

**Services**

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: Amalia Friman  
Telephone: +49 69/13440  
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) Joint procurement**

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/secure/procurement/login.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:**

Crisis management consultancy services.  
Reference number: PRO-002631.

**II.1.2) Main CPV code**

79430000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB is now looking for a supplier that can provide consultancy services in crisis management to the ECB (hereinafter referred to as the 'services'). The services shall be provided through a framework agreement valid for 4 years from the date of the contract signature. The services shall be provided in English. The place of performance shall be the ECB premises in Frankfurt-on-Main, Germany.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

II.2.3) **Place of performance**

NUTS code: DE712

Main site or place of performance:

European Central Bank, Frankfurt-on-Main.

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

In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB is now looking for a supplier that can provide consultancy services in crisis management to the ECB (hereinafter referred to as the 'services'). The services shall be provided through a framework agreement valid for 4 years from the date of the contract signature. The services shall be provided in English. The place of performance shall be the ECB premises in Frankfurt-on-Main, Germany.

The services include:

1. an assessment of the appropriateness of the crisis management framework and the level of maturity of the ECB's crisis management capabilities. Based on this assessment, the definition of a roadmap to address identified gaps, thereby outlining improvement measures that shall be categorised as essential (must-do), recommended and/or nice to have actions to reach the recommended maturity level. The assessment shall draw upon established best practice and standards;
2. in connection to 1) above, the design, organisation, performance, and assessment of a structured crisis management training programme for the ECB CMT, its support teams and potential other stakeholders identified in 1 in order to support the roadmap defined in 1) above;
3. the design, organisation, performance, and assessment of a structured incident response training programme for the Security and Safety Division, based on an existing, modified version of the internationally recognised incident command system (ICS) and with a focus on the 5 functional areas (incident command, operations, planning and intel, logistics, finance/administration) using pre-defined threat scenarios;
4. ad hoc consultancy engagements bringing operational experience, expertise and knowledge of good practice in crisis/incident management, business continuity management and organisational resilience to the ECB.

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**

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:

Among the candidates meeting the minimum requirements set out in the call for applications, the ECB shall select at least 5 candidates, if available, which best meet the following selection criteria:

(a) the candidate's general capacity to provide the requested supplies and services in terms of technical and human resources (composition of staff and qualifications/experience of staff members in general) (weighting of this criterion: 30 %); and

(b) the candidate's general experience and expertise, assessed on the basis of the candidate's past experience and its reference contracts which are comparable in terms of scope, size and complexity with the contract tendered by the ECB (weighting of this criterion: 70 %).

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:

Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

III.1.2) **Economic and financial standing**

List and brief description of selection criteria:

Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required:

Accumulated net turnover of similar services or supplies covered by the contract of 1 000 000 EUR for the last 3 financial years (2014–2016).

If the candidate is a temporary grouping it may add the respective turnover of its members.

III.1.3) **Technical and professional ability**

List and brief description of selection criteria:

Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required:

a) At least 3 similar contracts with main focus on crisis management performed during the last 3 financial years (2014–2016), which are comparable in terms of scope, size and complexity with the contract tendered by the ECB.

b) Average of at least 8 employees working in the field of business continuity management/crisis management of which at least 3 employees are experienced in delivering crisis management simulation exercises over the past 3 years (2014–2016).

- 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:**
- 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.1.4) **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: 15/02/2017  
Local time: 18:00
- 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: 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**
- VI.3) **Additional information:**  
The procurement documentation can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure register via the Internet platform using the following Internet address, user name and password:  
Internet address: <https://www.ecb.europa.eu/secure/procurement/>  
User ID: 002631/ORM/BCM/2016

Password: AFD028

After you have registered, an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Use the new user name and password to download the procurement documentation.

However, your mere registration and downloading the procurement documents does not constitute an application. You must submit your application in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the documentation do not hesitate to contact the ECB under the following e-mail address: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu) quoting the procurement number and problem experienced.

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.

The procurement 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 procurement procedure is conducted in accordance with Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2), OJ L 45, 20.2.2016, p. 15 as amended, available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

During the procurement procedure tenderers shall not contact any ECB staff members or organisations/ persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1). Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

The ECB will exclude the candidate, and all its international network member firms and affiliates, that is currently the ECB's external auditor in accordance with Article 27.1 of the ESCB/ECB statute.

Additionally, audit companies participating in this tender procedure should be aware that the provision of consultancy services may imply a potential conflict of interest in view of a possible later involvement of the same firm as external auditor of the ECB accounts for the period 2018–2022.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Sonnemannstraße 20  
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**

European Ombudsman  
1 avenue du Président Robert Schuman  
Strasbourg  
67001

France

VI.4.3) **Review procedure**

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

Central Procurement Division of the European Central Bank

Sonnemannstraße 22

Frankfurt am Main

60314

Germany

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:**

09/01/2017