

522723-2026 - Competition

Germany – Relocation services – PRO-2249874403 Relocation services
OJ S 144/2026 29/07/2026
Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: European Central Bank

Email: procurement@ecb.europa.eu

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

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: PRO-2249874403 Relocation services

Description: The ECB is seeking up to two suppliers for the provision of services in relation to relocation of staff members to the Frankfurt am Main area. The services shall include (but not be limited to): general housing information via a website and in printable format, individual housing search based on questionnaires and/or interviews, consultancy services related to (rental) housing/accommodation and relocation formalities, provision of telephone hotline. The two contracts will be awarded in ranking scheme (cascade).

Procedure identifier: 8ca940b9-5572-4173-8b51-229411abbc3c

Internal identifier: PRO-2249874403

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

The procedure is accelerated: no

Main features of the procedure: 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 Decision ECB/2016/2 laying down the rules on procurement (as amended), available at <https://www.ecb.europa.eu/ecb/legal/1001/procurement/html/index.en.html> And in EUR-Lex: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02016D0002-20200501>. The detailed features and terms and conditions of the procedure can be found in the procurement documents.

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98392000 Relocation services

2.1.2. Place of performance

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

2.1.4. General information

Additional information: This tender procedure is conducted via the ECB's electronic tendering system (SAP Ariba) 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. 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 raise a contact support request on the following website: <https://eu.service.cloud.ariba.com/Sourcing.aw>. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as laid down in the procurement documentation itself.

Legal basis:

Other

<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

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: Relocation services

Description: With this procurement procedure, the ECB is seeking suppliers who are able to provide the following services: • Provision of general housing information, including but not limited to a website, leaflets/brochures, newsletters and presentations (property market situation in Frankfurt and the Rhein-Main area, rules, regulations, applicable legal issues which a newcomer should be aware of, administrative tasks before, during and after a move, etc.); • Provision of individual search services for rental accommodation based on questionnaires and/or personal interviews and including accompanied visits, advice, rental contract negotiations and hand-over activities; • Ad-hoc consultancy services related to (rental) housing/accommodation and relocation formalities. • Provision of telephone hotline.

Internal identifier: PRO-2249874403

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 98392000 Relocation services

Quantity: 480 pieces

Options:

Description of the options: The contract is not subject to renewal.

5.1.2. Place of performance

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

5.1.3. Estimated duration

Duration: 48 Months

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): no

Additional information: Instead of publishing an estimated value, the ECB has published the maximum scope and volume of the Contracts as follows: - Provision of individual search services for rental accommodation based on questionnaires and/or personal interviews and including accompanied visits, advice, rental contract negotiations and hand-over activities. The maximum quantity of housing searches to be provided under the framework agreement is set at 480 housing searches over the 4-year duration of the agreement. The envisaged quantity of housing searches is 300. One housing search includes: (a) Preparations - Develop an individual housing profile for the staff member based on a housing questionnaire and personal discussion. The questionnaire shall explicitly invite persons with disabilities to specify special needs, which will be considered throughout the search. - Compare the housing profile with market offerings, identify suitable options using various sources (e.g., newspapers, internet, brokers, ECB-provided information), and prepare a pre-selection of verified accommodations. Present this preliminary selection to the staff member, including details about neighbourhood infrastructure (e.g., public transport, shopping, schools). Arrange property visits based on discussions with the staff member. (b) Visits - Accompany the staff member on initial and subsequent property visits, as requested, and follow up with discussions to refine the housing profile. There shall be no limitation on the number of visits. (c) Advice/negotiations - Provide guidance on negotiating rental agreements and assess contractual terms before signature. If requested, explain the German rental contract in English. (d) Hand-over - Assist the staff member during the walk-through/handover protocol, if requested. Any advice provided must be clearly flagged as non-legally binding. - Post-signature support services (e.g., follow-up consultancy with regard to removal, registrations, insurances, etc) are considered an asset. For the avoidance of doubt, one housing search covers the points (a) to (d) above for one staff member, from the preparations through to hand-over of the rented property, irrespective of the number of viewings or negotiations required. However, staff members may opt out in the separate stages of the search. Unsuccessful searches are included in the maximum quantity mentioned above, provided they are unsuccessful due to an opt-out of the staff member. Searches unsuccessful for reasons not attributable to the staff member's opt-out shall not count toward the maximum quantity. - The maximum quantity for ad-hoc consultancy services is 172 hours over the 4-year duration of the agreement. The estimated quantity for ad-hoc consultancy services is 132 hours. - One off costs include: o Production of a general information leaflet on the rental accommodations market in Rhine Main covering all relevant aspects of accommodation and rental housing in the Frankfurt area, including updates during the maximum 4-year contract duration (as necessary due to developments, in particular laws and regulations, at least one (1) per year); o Production of four (4) annual newsletters on the rental accommodations market in Rhine Main; o Opening of a website on the rental accommodations market in Rhine Main to all staff. All materials mentioned above (including any materials used in presentations) shall be made available to ECB staff via a dedicated website, including updates and maintenance during the maximum 4-year contract duration. Detailed information on the services provided by the supplier on behalf of the ECB. - Provision of telephone hotline (as a one-time annual fee).

5.1.9. Selection criteria

Sources of selection criteria: Notice, Procurement Document

Criterion: Other economic or financial requirements

Description of selection criterion: Selection criteria as stated in the procurement documents.

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:

The procedure will take place in successive stages. At each stage, some participants may be eliminated

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: Quality

Name: Quality

Description: As specified in the procurement document, award requirements and criteria will be established in the Invitation to Tender during the next phase of the procurement.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

Criterion:

Type: Price

Name: Price

Description: As specified in the procurement document, award requirements and criteria will be established in the Invitation to Tender during the next phase of the procurement.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 50

5.1.11. Procurement documents

Address of the procurement documents: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

Ad hoc communication channel:

Name: ECB e-tendering platform

URL: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

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

Electronic catalogue: Not allowed

Deadline for receipt of requests to participate: 04/09/2026 10:00:00 (UTC+00:00) Western European Time, GMT

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

Maximum number of participants: 2

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: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Information about review deadlines: 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 public procurement. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

Organisation providing additional information about the procurement procedure: European Central Bank

Organisation providing offline access to the procurement documents: European Central Bank

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

Organisation receiving requests to participate: European Central Bank

Organisation processing tenders: 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 6913440

Internet address: <https://www.ecb.europa.eu>

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

Other contact points:

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

Contact point: Legal Advice Team

Email: LegalServices@ecb.europa.eu

Telephone: +49 6913440

Fax: +49 6913446886

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

Review organisation

Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: The European Ombudsman

Registration number: 0002

Postal address: 1 avenue du Président Robert Schuman, CS 30403

Town: Strasbourg

Postcode: 67001

Country subdivision (NUTS): Bas-Rhin (FRF11)

Country: France

Contact point: The European Ombudsman

Email: eo@ombudsman.europa.eu

Telephone: +33 388172313

Internet address: <https://www.ombudsman.europa.eu/en/home>

Roles of this organisation:

Mediation organisation

Notice information

Notice identifier/version: 0da591de-89c0-44bf-b315-e1884323e5f8 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

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Languages in which this notice is officially available: English

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