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Germany-Frankfurt-on-Main: ECB - Open procedure for the provision of mobile communication service (SIM cards) 2014/S 080-139299

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

1.1) Name, addresses and contact point(s)

European Central Bank

Kaiserstraße 29

Contact point(s): Central Procurement Office

For the attention of: Kim Riisgaard

60311 Frankfurt-on-Main

GERMANY

E-mail: procurement@ecb.europa.eu

Fax: +49 6913447110 Internet address(es):

General address of the contracting authority: http://www.ecb.europa.eu

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic

purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

1.2) Type of the contracting authority

European institution/agency or international organisation

1.3) Main activity

Economic and financial affairs

1.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Open procedure for the provision of mobile communication service (SIM cards).

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 5: Telecommunications services

Main site or location of works, place of delivery or of performance: Frankfurt-on-Main.

NUTS code DE712

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in years: 3

II.1.5) Short description of the contract or purchase(s)

The European Central Bank (ECB) is seeking through this open procedure a contractor for the provision of mobile communication services (SIM cards) and intends to award a contract to the contractor offering the best value for money.

Mobile communication is an important aspect of the efficient and effective work of the ECB. To ensure continuation of the required services with easier scalability, improved response and services times, as well as efficient pricing of the services, the ECB is now tendering its future mobile communication services.

The future mobile communication (SIM cards) framework contract will cover:

- provisioning of SIM cards for usage in smartphones, mobile phones, etc. in all market standard sizes,
- provisioning of SIM cards for usage in tablets, notebooks, etc. in all market standard sizes,
- mobile voice communication services, including:
- mobile-to-any voice and SMS/MMS communications from an ECB mobile number (SIM card) located anywhere in the world to any phone number in the world,
- inbound voice and SMS/MMS communications to an ECB mobile number (SIM card) located anywhere in the world from any phone number in the world,
- mobile data communications to/from an ECB mobile number (SIM card) located anywhere in the world. The mobile device can be a mobile phone, smartphone, a laptop (with a modem card) or any mobile device equipped with a SIM card,
- hotline services to provide support to the ECB during 365 days/24 hours via telephone,
- reporting services: provision of monthly traffic and inventory statistics, usage and trend reports per user, SLA reports, ad-hoc reports on demand, yearly service report,
- invoicing services: provision of monthly invoices per user and invoice analysis tools.

The ECB foresees to establish a framework agreement with an initial duration of 3 years with the possibility for extension of up to 12 months.

II.1.6) Common procurement vocabulary (CPV)

64210000, 64212000

II.1.7) Information about Government Procurement Agreement (GPA)

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) Lots

This contract is divided into lots: no

II.1.9) Information about variants

Variants will be accepted: no

II.2) Quantity or scope of the contract

II.2.1) Total quantity or scope:

The ECB employees currently use approximately 1650 SIM cards, of which approx. 1250 SIM cards are used in BlackBerry devices and approx. 400 are used in laptops or tablets. In the course of 2014 and 2015, the ECB will considerably increase its workforce in order to take over its responsibilities for the single supervisory mechanism (SSM); for this reason, a substantial increase in the number of SIM cards required is expected.

The contractor shall provide the following services to the ECB:

- mobile voice and data communication services including the provision of access to cellular service with global and especially European coverage,
- delivery and support of SIM cards,
- replacement and migration of the ECB SIM cards and associated required services (voice and data),
- ensuring that cellular access is also possible within the ECB premises in Frankfurt.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: 12 (from the award of the contract)

II.3) Duration of the contract or time limit for completion

Duration in months: 36 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) Conditions relating to the contract

III.1.1) Deposits and guarantees required:

Details, where applicable, are provided in the invitation to tender (ITT) and its Annexes.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:

Details, where applicable, are provided in the invitation to tender (ITT) and its Annexes.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded:

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: The tenderers' economic and financial capacity will be assessed on the basis of their financial situation (turnover and profit and loss) during the last 3 financial years.

Minimum level(s) of standards possibly required: As a minimum, tenderers shall have had, in the last 3 financial years, an annual net turnover of at least 5 000 000 EUR. In the case of a temporary grouping, one of the members shall have achieved on its own 60 % of the above amount.

III.2.3) Technical capacity

Minimum level(s) of standards possibly required:

The tenderers' technical and professional capacity will be assessed on the basis of the following criteria:

- (a) the tenderer's human resources, in particular English speaking hotline;
- (b) the tenderers' experience, which will be assessed on the basis of reference contracts. Tenderers shall have performed during the last 3 financial years at least 5 similar contracts in terms of size and complexity (including porting);
- (c) the tenderer's technical resources, in particular the ability to provide SIM cards with global coverage for voice, SMS and data.

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III.2.4) Information about reserved contracts

- III.3) **Conditions specific to services contracts**
- III.3.1) Information about a particular profession
- Staff responsible for the execution of the service III.3.2)

Section IV: Procedure

- IV.1) Type of procedure
- IV.1.1) Type of procedure

Open

- IV.1.2) Limitations on the number of operators who will be invited to tender or to participate
- IV.1.3) Reduction of the number of operators during the negotiation or dialogue
- IV.2) **Award criteria**
- IV.2.1) Award criteria

The most economically advantageous tender in terms of the criteria stated below

- 1. Price. Weighting 70
- 2. Quality. Weighting 25
- 3. Contract. Weighting 5
- Information about electronic auction IV.2.2)

An electronic auction will be used: no

- IV.3) Administrative information
- File reference number attributed by the contracting authority: IV.3.1)

28738/IS/INO/2014.

IV.3.2) Previous publication(s) concerning the same contract

- Conditions for obtaining specifications and additional documents or descriptive document IV.3.3) Payable documents: no
- IV.3.4) Time limit for receipt of tenders or requests to participate 27.6.2014 - 18:00
- IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates
- IV.3.6) Language(s) in which tenders or requests to participate may be drawn up English.

Other: Tenderers shall submit all documents and information in English. Legal, financial, ISO and other certificates that have not been issued in English may be submitted in the original language. The ECB may request tenderers to provide a certified translation of the original document.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

> Persons authorised to be present at the opening of tenders: yes Additional information about authorised persons and opening procedure: Members of staff of the ECB only.

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published: After this framework agreement expires.

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

The documentation for this procurement procedure can be downloaded from an Internet platform. If you are interested in participating, please register via the Internet platform using the following Internet address:

Internet address: https://www.ecb.europa.eu/secure/procurement/

User ID: 28738/IS/INO/2014

Password: 0A92F8

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

Should you experience any problems in accessing the Internet platform for registration and/or downloading the procurement documentation, please do not hesitate to contact us under the following e-mail address: procurement@ecb.europa.eu quoting the procurement number '28738/IS/INO/2014' and describing the problem experienced.

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 ECB shall exclude tenderers that are in one of the situations described in Article 24(4) of Decision ECB/2007/5 (e.g. conviction for fraud or corruption) or put on a blacklist in accordance with Article 24(7) of Decision ECB/2007/5.

The ECB may exclude tenderers that are in one of the situations described in Article 24(5) of Decision ECB/2007/5 (e.g. insolvency; grave professional misconduct; misrepresentation).

Further information about ECB procurement rules and procedures may be obtained at: http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

Procurement Review Body of the ECB (c/o Legal Advice Team)

Kaiserstraße 29

60311 Frankfurt-on-Main

GERMANY

E-mail: legaladviceteam@ecb.int Internet address: http://www.ecb.int

Fax: +49 6913446886

Body responsible for mediation procedures

The European Ombudsman 1 avenue du Président Robert Schuman, CS 30403 67001 Strasbourg Cedex

FRANCE

VI.4.2) Lodging of appeals

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of the ECB procurement rules (see Section VI.3) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers.

Further requirements are outlined in Article 33 of the ECB procurement rules (see Section VI.3).

The complaint to the European Ombudsman does not affect the submission deadline nor does it create a new deadline by which complaints can be submitted.

- VI.4.3) Service from which information about the lodging of appeals may be obtained
- VI.5) Date of dispatch of this notice:

14.4.2014