Germany-Frankfurt-on-Main: ECB - Family care services
2017/S 220-456374

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) Name and addresses
European Central Bank
Sonnemannstraße 22
Frankfurt am Main
60314
Germany
E-mail: 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.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:
Family care services.
Reference number: PRO-003044.

II.1.2) Main CPV code
85312110 - DA27 - DA31 - DA34

II.1.3) Type of contract
Services

II.1.4) Short description:
The ECB in Frankfurt employs over 3 000 staff representing all countries of the European Union. Many of the staff members have relocated to Frankfurt specifically for their employment at the ECB, often bringing with them young families. These families require assistance in settling into a new city, and for most of them a new country as well. It is therefore important for the families to have access to appropriate, reliable and timely advice on how to best organise their family care and meet the needs of sporadic unplanned short-term emergency childcare.
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: 487,920.00 EUR

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

II.2.3) Place of performance
NUTS code: DE712

II.2.4) Description of the procurement:
The family care services consist of 2 main elements:
(i) family care services; and
(ii) administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places.
(i) Family care services:
The service shall support ECB staff, their partners and other groups (in particular ECB trainees, seconded staff and agency staff) in finding workable solutions for their family care needs.
The service provider shall be in a position to provide the following:
  a) database/online search tool and website to search and find family carers;
  b) individual search support and general advice for family care via a telephone hotline for:
     — regular family care, and
     — emergency care;
  c) provision of presentations and/or information sessions on related topics on the premises of the ECB or at the provider's office.
(ii) Administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places:
    administrative service dealing with the registration (including entitlement check) for and allocation of the ECB childcare places, made available from currently 2 childcare service providers.

II.2.5) Award criteria
Quality criterion - Name: Quality of the tender / Weighting: 60 %
Price - Weighting: 40 %

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

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

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**
Notice number in the OJ S: 2017/S 045-081817

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**

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**
17/10/2017

V.2.2) **Information about tenders**
Number of tenders received: 1
Number of tenders received from SMEs: 0
Number of tenders received from tenderers from other EU Member States: 0
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 0
The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**
pme Familienservice GmbH
98.HRB.68116, AG Berlin-Charlottenburg
Flottwellstraße 4–5
Berlin
10785
Germany
NUTS code: DE30
The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**
Initial estimated total value of the contract/lot: 600 000.00 EUR
Total value of the contract/lot: 487 920.00 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

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 Office
Sonnemannstraße 20
Frankfurt am Main
60314
Germany
Telephone: +49 6913440
Internet address: http://www.ecb.europa.eu

VI.5) **Date of dispatch of this notice:**
06/11/2017