Germany-Frankfurt am Main: Provision of Mobile Communication Services (SIM Card and Related Services)
2023/S 050-145546

Contract award notice

Results of the procurement procedure

Services

Legal Basis:
Directive 2014/24/EU

Section I: Contracting authority
I.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: Frank Elis
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440
Internet address(es):
Main address: http://www.ecb.europa.eu

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:
Provision of Mobile Communication Services (SIM Card and Related Services)
Reference number: PRO-008289

II.1.2) Main CPV code
64212000 Mobile-telephone services

II.1.3) Type of contract
Services

II.1.4) Short description:
I) Provision of mobile voice and data communication services including:
A) access to cellular voice and data services with global and especially European coverage;
B) Delivery and support of SIM cards (physical SIM and digital SIM (eSIM));
C) usage reporting;
D) replacement and migration of the current ECB SIM cards and associated required services (both voice and data);
E) cellular In-house network coverage (Install, operate and maintain respective mobile phone transmission technology (usually called ‘base stations’) within ECB premises);
II) Provision of managed SIM card services:
The services to be provided on-site mainly at two ECB premises in Frankfurt am Main area, and on demand in the ECB’s office recovery site which is also located Frankfurt;
III) Provision of consultancy services related to mobile communication;
IV) Provision of transition services.
The ECB foresees to establish a framework agreement: initial duration of two years with the possibility for 2 x 12 months extension.

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: 4 000 000.00 EUR

II.2) Description

II.2.2) Additional CPV code(s)
64210000 Telephone and data transmission services

II.2.3) Place of performance
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Main site or place of performance:
Sonnemannstraße 22, 60314 Frankfurt am Main, GERMANY.

II.2.4) Description of the procurement:
The ECB uses approximately 6 425 SIM cards.
Mobile communication services
The framework contract will cover:
• provisioning of SIM cards (physical and digital (eSIM)) for voice and data usage in smartphones, mobile phones, tablets, notebooks etc. in all market standard sizes;
• provision of one-off priority access according to Paragraph 6 Abs. 1 and Paragraph 6 Abs. 2 No. 9 of the German ‘Post- und Telekommunikationssicherstellungsgesetz’ (Postal and Telecommunications Services Act) PTSG dated 24.3.2011, for all ECB SIM cards on a per SIM card basis. (https://www.bundesnetzagentur.de/
EN/Areas/Telecommunications/Companies/ServicerProviderObligation/PublicSafety/SecuringProvisionTC/SecuringProvisionTC-node.html)

• enable in-house mobile phone (mobile telephony and data communication) coverage within all the ECB premises at excellent levels. Please refer to Chapter 2.9 for further details;
• mobile voice communication services for physical and digital (eSIM) SIM cards.

The latter comprises:
— mobile-to-any voice and SMS/MMS communications from an ECB mobile number located anywhere in the world to any phone number in the world;
— inbound voice and SMS/MMS communications to an ECB mobile number located anywhere in the world from any phone number in the world;
— Wi-Fi-calling communications from any ECB mobile number located anywhere in the world in case the relevant device is connected to Wi-Fi;
— mailbox announcements available in English (mandatory) and other languages (i.e. German);
— mobile data communications to/from an ECB mobile number located anywhere in the world. The mobile device can be a mobile phone, smart phone, tablet, a laptop (with a modem card) or any mobile device equipped with a SIM card and/or eSIM possibility;
— replacement and migration of the current ECB SIM cards/eSIMs and associated required services (voice and data);
— hotline services to provide support to the authorized ECB staff during 365 days / 24 hours via telephone (authorisation via ‘customer password’);
— reporting services;
— provision of and access to a Telecom Expense Management portal;
— invoicing services;
— on request of the ECB blocking dedicated premium rate lines (i.e. 0190-XXX etc.) for all or specific SIM cards. The ECB may also request to block specific services (i.e. charges/payments, etc.) provided by dedicated premium rate lines.

Managed sim card services
The contractor shall provide managed SIM card services in the ECB’s premises. In normal operations the service is to be provided within two ECB office locations in Frankfurt am Main.
On request of the ECB, the service is to be provided in the ECB office recovery site (ORS), either in addition to the two normal locations or only in the ORS.
The current two office locations for managed SIM card services are:
A) main building: Sonnemannstrasse 20, 60314 Frankfurt am Main, GERMANY;
B) Eurotower: Kaiserstrasse 29, 60311 Frankfurt am Main, GERMANY.
The ECB retains the rights to change the locations according to internal requirements.

Consultancy services related to mobile communications
On request, the contractor shall provide consultancy services related to mobile communications for the provisioning, problem determination and/ or further development of SIM card related services.

Transition services
On request, the contractor shall provide transition services related to the SIM cards and the related management services:
(i) at the beginning of the contract from the current to this new tendered service provider (including porting); and
(ii) at the end of the contract in order to allow for seamless service provisioning with a tendered new service provider (including porting).
The same services specifically listed in the procurement documentation may be requested by the ECB or on behalf of the ECB by a third party (e.g. managed service provider) duly authorised by the ECB.
Further details are specified in the procurement documentation available online.

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

II.2.11) Information about options
Options: yes
Description of options:
As stated in the procurement documents.

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
Open procedure
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: 2022/S 145-410969

IV.2.8) Information about termination of a framework agreement
IV.2.9) Information about termination of call for competition in the form of a prior information notice

Section V: Award of contract
Title:
Provision of Mobile Communication Services (SIM Card and Related Services)
A contract/lot is awarded: yes

V.2) Award of contract
V.2.1) Date of conclusion of the contract:
07/02/2023

V.2.2) Information about tenders
Number of tenders received: 2
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: 2
The contract has been awarded to a group of economic operators: no

V.2.3) Name and address of the contractor
Official name: Telekom Deutschland GmbH
National registration number: Germany, Bonn District Court, HRB 5919
Postal address: Hahnstraße 43 d
Town: Frankfurt am Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60528
Country: Germany
The contractor is an SME: no

V.2.4) Information on value of the contract/lot (excluding VAT)
Total value of the contract/lot: 4 000 000.00 EUR

V.2.5) Information about subcontracting
The contract is likely to be subcontracted
Short description of the part of the contract to be subcontracted:
Dreger IT GmbH, Hanauer Landstrasse 182 a, D- 60314 Frankfurt: SIM-Card Management, on-siteservices for the ECB
DATANET Gesellschaft für Entwicklung und Vertrieb von Hard und Software m.b.H. (short form DATANET GmbH) Hardtbrücke 7-13, D-53902 Bad Münstereifel: Reporting and Ordering services based on the DATANET’s CTR-Platform

Section VI: Complementary information
VI.3) Additional information:
The total value of the procurement and contract indicated in Section II.1.7) and Section V.2.4) are an indicative non-binding spending estimate at the time of contract award.
The actual value of the contract may differ and will be determined by actual business needs.

VI.4) Procedures for review
VI.4.1) Review body
Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Postal address: Sonnenmannstrasse 22
Town: Frankfurt am Main
Postal code: 60314
Country: Germany
E-mail: LegalServices@ecb.europa.eu
Telephone: +49 6913440
Internet address: http://www.ecb.europa.eu

VI.4.2) Body responsible for mediation procedures
Official name: The European Ombudsman
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg Cedex
Postal code: 67001
Country: France

VI.4.3) Review procedure
Precise information on deadline(s) for review procedures:
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 procurement, as amended. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

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

Official name: Central Procurement Office of the European Central Bank  
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](http://www.ecb.europa.eu)

VI.5) **Date of dispatch of this notice:**  
28/02/2023