1. Buyer

1.1 Buyer
Official name: European Central Bank
Legal type of the buyer: EU institution, body or agency
Activity of the contracting authority: Economic affairs

2. Procedure

2.1 Procedure
Title: Internet-based Consumer Expectations Survey
Description: The European Central Bank (the 'ECB') awarded, through this negotiated procedure, a contract for the provision of services for the performance of Internet-based consumer expectations survey (CES).
Procedure identifier: 8032c4dc-a797-408b-829e-009c884d83c9
Previous notice: 422301-2022
Internal identifier: PRO-007688
Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation
The procedure is accelerated: No

2.1.1 Purpose
Nature of the contract: Services
Main classification (cpv): 79300000 Market and economic research; polling and statistics

2.1.3 Value
Estimated value excluding VAT: 14,000,000 EUR
Maximum value of the framework agreement: 18,200,000 EUR

2.1.4 General information
Additional information: The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9 February 2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website: http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html. The estimated value of the procurement and contract indicated in this Contract Award Notice is 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.
Legal basis:
Directive 2014/24/EU

5. Lot

5.1 Lot: LOT-0000
Title: Internet-based Consumer Expectations Survey

Description: The ECB has awarded a contract for the provision of services for the consumer expectations survey (CES) which is an online panel survey of consumers carried out on a monthly basis. The survey is collecting qualitative and quantitative information with the purpose of measuring and closely monitoring consumer expectations and decisions on a regular basis. The survey is conducted in the following ‘Main survey countries’: France, Germany, Italy, Spain, Austria, Belgium, Finland, Greece, Ireland, the Netherlands and Portugal. Optionally, the survey may also be potentially extended to cover ‘Additional survey countries’ in the euro area. Apart from the regular modules (performed at monthly, quarterly, and annual frequencies) and ad-hoc modules the contractor shall also be in a position to contact the already recruited respondents in order to collect answers on short dedicated topics (i.e. quick polls). The survey comprises two main samples: a probability sample, for which respondents are recruited via a computer-assisted telephone interviewing (CATI), and a non-probability sample drawing on existing online panels of survey respondents. The sample representativity of the target population is a very important feature of the survey. The detailed scope of the Contract and its deliverables is further specified in the contract and procurement documents.

Internal identifier: PRO-007688

5.1.1 Purpose

Nature of the contract: Services

Main classification (cpv): 79300000 Market and economic research; polling and statistics

Additional classification (cpv): 79311000 Survey services

Additional classification (cpv): 79311100 Survey design services

Additional classification (cpv): 79311200 Survey conduction services

Additional classification (cpv): 79311300 Survey analysis services

Options:

Description of the options: The survey is conducted in the following ‘Main survey countries’: France, Germany, Italy, Spain, Austria, Belgium, Finland, Greece, Ireland, the Netherlands and Portugal. Optionally, the survey may also be potentially extended to cover ‘Additional survey countries’ in the euro area.

5.1.2 Place of performance

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

Additional information: The contractor shall perform the deliverables at its registered office. Upon request of the ECB, the contractor shall provide (parts) of the deliverables on the ECB’s premises in Frankfurt, Germany.

5.1.3 Estimated duration

Start date: 2023-10-10+02:00

Duration: 60 MONTH

5.1.4 Renewal

Maximum renewals: 1
The buyer reserves the right for additional purchases from the contractor, as described here: The initial duration is 48 months. A renewal of 12 months duration can be unilaterally requested by the ECB.

5.1.5 Value
*Estimated value excluding VAT*: 14,000,000 EUR
*Maximum value of the framework agreement*: 18,200,000 EUR

5.1.6 General information
Procurement Project not financed with EU Funds.
*Additional information*: The maximum value of the orders to be issued under the framework agreement is: 18,200,000 EUR.

5.1.10 Award criteria
*Criterion*
*Type*: Price
*Description*: Price is not the only award criterion and all criteria are stated only in the procurement documents.
*Weight (percentage, exact)*: 35

*Criterion*
*Type*: Quality
*Description*: Quality of the technical offer
*Weight (percentage, exact)*: 65

5.1.12 Terms of procurement
*Information about review deadlines*: The General Court of the European Union (GCEU) has exclusive jurisdiction in any procurement-related dispute between the ECB and a tenderer. If an appeal procedure before the ECB’s internal Procurement Review Body (PRB) is available under Article 39 of Decision ECB/2016/2 laying down the Rules on Procurement (as amended), the appellant shall await the PRB’s decision on the appeal before bringing the matter to the GCEU. The time-limits set out in the Treaty on the Functioning of the European Union for bringing the matter to the GCEU shall begin to run from receipt of the PRB’s decision on the appeal by the appellant. A complaint to the European Ombudsman does not affect the deadlines for lodging an appeal before the PRB or bringing the matter before the GCEU.

5.1.15 Techniques
*Framework agreement*: Framework agreement, without reopening of competition
*Information about the dynamic purchasing system*: No dynamic purchase system
*Electronic auction*:

5.1.16 Further information, mediation and review
*Mediation organisation*: The European Ombudsman
*Review organisation*: General Court of the European Union
*Organisation providing additional information about the procurement procedure*: European Central Bank
Organisation providing more information on the review procedures: General Court of the European Union

6. Results

6.1 Result Lot Identifier: LOT-0000
At least one winner was chosen.

6.1.2 Information about winners
Winner:
Official name: IPSOS NV
Tender:
Tender identifier: IPSOS NV offer
Identifier of lot or group of lots: LOT-0000
The tender was ranked
Rank in the list of winners: 1
Contract information:
Identifier of the contract: PRO-007688 - IPSOS NV
Date on which the winner was chosen: 2023-09-15+02:00
Date of the conclusion of the contract: 2023-10-10+02:00
The contract is awarded within a framework agreement: false

6.1.4 Statistical information
Received tenders or requests to participate:
Type of received submissions: Requests to participate
Number of tenders or requests to participate received: 3
Type of received submissions: Tenders
Number of tenders or requests to participate received: 1

8. Organisations

8.1 ORG-0007
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 69 13440
Internet address: http://www.ecb.europa.eu
Roles of this organisation:
Buyer
Organisation providing additional information about the procurement procedure
8.1 ORG-0008
Official name: General Court of the European Union
Registration number: 0002
Postal address: Rue du Fort Niedergrünewald
Town: Luxembourg
Postcode: L-2925
Country: Luxembourg
Contact point: Registry of the General Court
Email: generalcourt.registry@curia.europa.eu
Telephone: +35243031
Fax: +3524302100
Internet address: http://www.curia.europa.eu
Roles of this organisation:
Review organisation
Organisation providing more information on the review procedures

8.1 ORG-0009
Official name: IPSOS NV
Size of the economic operator: large
Registration number: BE0456823775
Postal address: Grote Steenweg 110
Town: Berchem (Antwerp)
Country: Belgium
Email: info@ipsos.com
Telephone: +3292122222
Internet address: https://www.ipsos.com/en-be
Roles of this organisation:
Tenderer
Beneficial owner
Nationality of the owner: FRA
Winner of these lots: LOT-0000

8.1 ORG-0010
Official name: The European Ombudsman
Registration number: 0002
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg
Postcode: 67001
Country: France
Email: eo@ombudsman.europa.eu
Telephone: +33 3 88 17 23 13
Roles of this organisation:
Mediation organisation

11. Notice information
11.1 Notice information
Notice identifier/version: a92da315-fbb2-4243-98d3-9547ddfcaeb1 - 01
Form type: Result
Notice type: Contract or concession award notice – standard regime
Notice dispatch date: 2023-10-30Z 13:04:47Z
Languages in which this notice is officially available: English Danish, German, Spanish, Finnish, French, Greek, Italian, Dutch, Portuguese, Swedish, Czech, Estonian, Hungarian, Lithuanian, Latvian, Maltese, Polish, Slovak, Slovenian, Irish, Bulgarian, Romanian, Croatian

11.2 Publication information
Notice publication number: 00665862-2023
OJ S issue number: 211/2023
Publication date: 2023-11-02Z