2.1. 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: Learning and development services and tools
Description: The ECB is looking for suppliers to provide a variety of Learning & Development services and tools in line with the ECB strategy and identified learning needs. Examples of skill areas that could be requested include but are not limited to: • Personal development • Communication skills • Career development • Interpersonal skills The following areas shall not be covered under this procurement: Data Science, Artificial Intelligence, language skills and leadership development. The services shall be made available to all ECB staff including management, as well as employees of the National Competent Authorities (NCA), of the Single Supervisory Mechanism (SSM) and the National Central Banks (NCB) of the European System of Central Banks (ESCB).
Procedure identifier: 6a920ac1-1467-4faa-8bcb-58ebcef7fc61
Internal identifier: PRO-006243
Type of procedure: Other multiple stage procedure
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): 80000000 Education and training services
Additional classification (cpv): 80420000 E-learning services, 80570000 Personal development training services

2.1.2. Place of performance

Postal address European Central Bank Sonnemannstrasse 22
Town Frankfurt am Main
Postcode 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany

2.1.2. **Place of performance**
Postal address European Central Bank Sonnemannstrasse 22
Town Frankfurt am Main
Postcode 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany

2.1.3. **Value**
Estimated value excluding VAT: 11 000 000,00 EUR
Maximum value of the framework agreement: 11 000 000,00 EUR

2.1.4. **General information**
Additional information: This tender procedure is conducted via the ECB’s electronic tendering system (e-tendering) which can be accessed via the following internet address: [http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html](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 (click on ‘Register’).

Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on ‘Login’) and to access the tender documentation. Please note that: — A registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system. Therefore, please keep your user credentials for the future; — In case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB’s prior online system, you nevertheless need to register once to the ECB’s electronic tendering system under the above address; — Your mere registration does not constitute an application/tender. You must submit your application/tender via the ECB’s electronic tendering system as further instructed in the application/tender documentation. The system reference number for the above procurement is: RFX-PT-2024-000039 PRO-006243-R1-L&D Activities

To download the tender documents, log on to the ECB’s electronic tendering system with your login and password. Expand the field ‘Public Tenders – Upcoming Events’. Click on ‘Click to request an invitation to this event’ for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to ‘Invited’ and the RFx documentation will be accessible via the RFx tab. 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 contact the ECB’s technical support team at [support@ecb.europa.eu](mailto:support@ecb.europa.eu) by quoting the reference number and the problem experienced. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB’s e-tendering system (under the tab ‘Discussion’). The ECB endeavours to answer all queries as quickly as possible but cannot guarantee a minimum time response. The ECB shall not be bound to reply to queries received less than seven calendar days before the time-limit for the submission of tenders.

Legal basis:
Other

2.1.6. **Grounds for exclusion**
Purely national exclusion grounds: Based on Art. 30 of the ECB Procurement rules (Decision ECB/2016/2, as amended)

5. Lot

5.1. **Lot:** LOT-0001
Title: Learning and Development Services
Description: The deliverables that may be requested under this procurement include: a) The identification of learning needs at the individual, team or organisational level and/or the provision of advice on methodological approaches to learning needs analysis. b) The provision of learning services and tools that shall serve to both transfer knowledge and embed the learning/foster the required behavioural change or skill acquisition. These services and/or tools may be both tailor-made solutions in line with ECB specific needs as well as Off the Shelf (OTS) solutions. c) Individual coaching in the area of personal development (behaviour skill development) and if required for career development. This shall either be offered via a pool of dedicated coaches or via a dedicated coaching platform that the Tenderer can make available to the ECB. d) Impact measurement, assessment and reporting services which shall also include the provision of recommendations on how to improve the quality and/or effectiveness of the services provided, potential topics relevant to the ECB and/or new methodologies and technologies. e) Optional: advisory services on L&D topics (e.g., experts advise on recent trends). f) Optional: the design and delivery of customized solutions for specific target groups in the context of the ECB’s Diversity & Inclusion Framework. g) All administrative services pertaining to the provision of the above services and tools as well as to the general contract management. The ECB intends to conclude up to three Framework Agreements (Contracts) with the three suppliers providing the most economically advantageous offers. The Contracts will operate in a ranking system.
Internal identifier: PRO-006243

5.1.1. **Purpose**
Main nature of the contract: Services
Main classification (cpv): 80000000 Education and training services
Additional classification (cpv): 80420000 E-learning services, 80570000 Personal development training services

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

5.1.9. **Selection criteria**
Criterion:
Type: Other
Name: Professional, Financial, and Technical Capacity criteria
Description: As specified in the procurement documentation
Use of this criterion: Used
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:
Minimum number of candidates to be invited for the second stage of the procedure: 5
The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10. **Award criteria**
Criterion:
Type: Quality
Description: Quality of the technical offer
Weight (percentage, exact): 60

Criterion:
Type: Price
Description: Financial offer
Weight (percentage, exact): 40

5.1.11. **Procurement documents**
Access to certain procurement documents is restricted
Languages in which the procurement documents are officially available: English
Ad hoc communication channel:
Name: ECB e-tendering platform

5.1.12. **Terms of procurement**
Terms of submission:
Electronic submission: Required
Languages in which tenders or requests to participate may be submitted: English
Electronic catalogue: Not allowed
Tenderers may submit more than one tender: Not allowed
Deadline for receipt of requests to participate: 05/08/2024 12:00:00 (UTC+2)
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
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.

5.1.15. **Techniques**
Framework agreement: Framework agreement, without reopening of competition
Maximum number of participants: 3
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
Organisation providing more information on the review procedures: European Central Bank

8. Organisations

8.1. **ORG-0004**
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
Review organisation
Organisation providing more information on the review procedures

8.1. **ORG-0005**
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
Email: eo@ombudsman.europa.eu
Telephone: +33 3 88 17 23 13
Internet address: https://www.ombudsman.europa.eu/en/home
**Roles of this organisation:**
Mediation organisation

11. Notice information

11.1. **Notice information**
Notice identifier/version: d4c6cc5f-5a58-44d1-9c91-d1b2ec930c00 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 01/07/2024 08:34:48 (UTC)
11.2. **Publication information**
Notice publication number: 393216-2024
OJ S issue number: 127/2024
Publication date: 02/07/2024