

433203-2026 - Result

Germany – Social services – PRO-2582337818 - Employee Assistance Programme

OJ S 120/2026 25/06/2026

Contract or concession award notice – standard regime

Services

1. Buyer

1.1. 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: PRO-2582337818 - Employee Assistance Programme

Description: PRO-2582337818 - Employee Assistance Programme

Procedure identifier: 528a9659-dd0d-4029-beb5-4cea1ed006f5

Internal identifier: PRO-2582337818

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85320000 Social 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

2.1.3. Value

Estimated value excluding VAT: 3 631 000,00 EUR

2.1.4. General information

Legal basis:

Other

<http://data.europa.eu/eli/dec/2016/245/2020-05-01> - Consolidated text: Decision (EU) 2016 /245 of the European Central Bank of 9 February 2016 laying down the rules on procurement (ECB/2016/2) (recast)

5. Lot

5.1. Lot: LOT-0001

Title: PRO-2582337818 - Employee Assistance Programme
Description: PRO-2582337818 - Employee Assistance Programme
Internal identifier: 1

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 85320000 Social services

Options:

Description of the options: The Contract shall enter into effect on 1 January 2027 and shall remain in force for a period of 48 months. The Contract may be extended at the option of the ECB in accordance with Section 12.1 of the GCTs by the ECB. The total duration of the Contract shall not exceed 96 months.

5.1.2. Place of performance

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

5.1.4. Renewal

Maximum renewals: 2

5.1.5. Value

Estimated value excluding VAT: 3 631 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Quality

Description: As stipulated in the tender documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60

Criterion:

Type: Price

Description: As stipulated in the tender documents.

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40

5.1.15. Techniques

Framework agreement:

No framework agreement

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 - Procurement Review Body of the European Central Bank, c/o Legal Advice Team

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.
Organisation providing more information on the review procedures: European Central Bank

6. Results

Value of all contracts awarded in this notice: 2 950 772,10 EUR

6.1. Result lot identifier: LOT-0001

Winner selection status: At least one winner was chosen.

6.1.2. Information about winners

Winner:

Official name: INSITE-Interventions GmbH

Tender:

Tender identifier: ID3268196885

Identifier of lot or group of lots: LOT-0001

Value of the tender: 2 950 772,10 EUR

The tender was ranked: yes

Rank in the list of winners: 1

Subcontracting: No

Contract information:

Identifier of the contract: CON-0001

Title: PRO-2582337818 - Employee Assistance Programme - INSITE The contract will become effective on 1 January 2027.

Date on which the winner was chosen: 27/05/2026

Date of the conclusion of the contract: 19/06/2026

6.1.4. Statistical information

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 1

Range of tenders:

Value of the lowest admissible tender: 2 950 772,10 EUR

Value of the highest admissible tender: 2 950 772,10 EUR

8. Organisations

8.1. ORG-0001

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 6913440

Internet address: <http://www.ecb.europa.eu>

Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Other contact points:

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

Contact point: Legal Advice Team

Email: LegalServices@ecb.europa.eu

Telephone: +49 6913440

Fax: +49 6913446886

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-0002

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

Contact point: The European Ombudsman

Email: eo@ombudsman.europa.eu

Telephone: +33 388172313

Internet address: <https://www.ombudsman.europa.eu/en/home>

Roles of this organisation:

Mediation organisation

8.1. ORG-0003

Official name: INSITE-Interventions GmbH

Size of the economic operator: Micro, small, or medium

Registration number: HRB74353

Postal address: Clemensstr. 10-12

Town: Frankfurt am Main

Postcode: 60487

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

Country: Germany

Contact point: Franziska Bauske

Email: ausschreibungen@insite.de

Telephone: +49 6990555290

Roles of this organisation:

Tenderer

Notice information

Notice identifier/version: e84a883d-f4ba-4c19-ba41-c47de50bc358 - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

Notice subtype: 29

Notice dispatch date: 23/06/2026 06:40:02 (UTC+00:00) Western European Time, GMT

Languages in which this notice is officially available: English

Notice publication number: 433203-2026

OJ S issue number: 120/2026

Publication date: 25/06/2026