

Germany-Frankfurt am Main: Provision of Staff Info Point and Other Staff Information and Integration Services

OJ S 49/2024 08/03/2024

**Contract award notice
Services****Legal Basis:**

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: European Central Bank
National registration number: PRO-006327
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Central Procurement Office
E-mail: procurement@ecb.europa.eu
Telephone: +49 69/13440
Fax: +49 69/13447110
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 Staff Info Point and Other Staff Information and Integration Services
Reference number: PRO-006327

II.1.2. Main CPV code

85312300 Guidance and counselling services

II.1.3. Type of contract

Services

II.1.4. Short description

The ECB has about 5 500 employees and trainees from all over Europe, with only 28 % of German nationality. Most new joiners move to Frankfurt from other European Member States, when taking up the appointment at the ECB. The ECB's working language is English and thus, many ECB staff members do not speak German at all or at a beginner or intermediate level

only. Many new ECB personnel are not familiar with Germany, German infrastructure /authorities, legal requirements when settling into Germany, or the German culture and have a special need for information and support to be able to successfully integrate into their new lives in Frankfurt and at the ECB.

Therefore, the ECB awarded a contractor to provide staff info point services for ECB personnel over the lifecycle of their ECB employment or their temporary assignment to the ECB to facilitate, in particular, the initial months in Frankfurt after arrival.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 2 646 216,00 EUR

II.2. Description

II.2.2. Additional CPV code(s)

85312300 Guidance and counselling services

II.2.3. Place of performance

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance: Frankfurt am Main, GERMANY.

II.2.4. Description of the procurement

Provision of staff info point and other staff information and integration services shall encompass hands-on support for ECB personnel as well as their families in dealing with local authorities and companies (e.g., registration with local authorities, utility companies, provision of English-speaking contacts), information on local service offers (e.g. expat community in Frankfurt) and on ECB internal service offers. Furthermore, services shall cover supporting the ECB in its dealings with its integration related service providers (e.g. temporary accommodation or childcare) and the provision of other integration related services (e.g. the organisation or coordination of newcomer events).

The ECB awarded a service contract to the tenderer offering the best value for money for a period of 4 years, from 1 April 2024 to 31 March 2026 with the option to extend the contract for up to two additional years. The ECB expects that the contractor will make itself available for a hand-over period as of March 2024.

II.2.5. Award criteria

Quality criterion - Name: several quality criteria / Weighting: 50

Price - Weighting: 50

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

Estimated contract value of this framework agreement is EUR 1 720 000 and the maximum value for this framework agreement is EUR 2 650 000.

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

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: [2023/S 070-212069](#)

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

Contract No: 1

Lot No: 1

Title:

Provision of Staff Info Point and Other Staff Information and Integration Services

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

23/01/2024

V.2.2. Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: no

V.2.3. Name and address of the contractor

Official name: Service Point GbB

Town: Bad Homburg

NUTS code: DE Deutschland

Country: Germany

The contractor is an SME: yes

V.2.4. Information on value of the contract/lot

Initial estimated total value of the contract/lot: 1 720 000,00 EUR

Total value of the contract/lot: 2 646 216,00 EUR

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

This tender procedure was conducted via the ECB's electronic tendering system. The tender procedure was 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 was 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>.

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: Sonnemannstrasse 22

Town: Frankfurt am Main

Postal code: 60314

Country: Germany

E-mail: generalcourt.registry@curia.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>

VI.5. Date of dispatch of this notice

27/02/2024

