

635418-2026 - Competition

Luxembourg – Insurance services – Provision of Social Security Services

OJ S 178/2026 15/09/2026

Contract or concession notice – standard regime
Services

1. Buyer

1.1. Buyer

Official name: European Stability Mechanism (ESM)

Email: procurement@esm.europa.eu

Legal type of the buyer: International organisation

Activity of the contracting authority: Economic affairs

2. Procedure

2.1. Procedure

Title: Provision of Social Security Services

Description: The procurement is structured into two distinct but complementary service lots covering the ESM's social security framework, ensuring comprehensive protection and wellbeing support for staff and their dependents.

Procedure identifier: 31c927a6-bdbf-4185-979a-b3a63bf930b7

Internal identifier: PRC0003552

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): 66510000 Insurance services

2.1.2. Place of performance

Anywhere

2.1.4. General information

Legal basis:

Other

Neither Directive 2014/24/EU of the European Parliament and of the Council of 26 February 2014 nor Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 (as amended) apply to the ESM. The ESM procures supplies, services, and works on its own behalf and for its own account pursuant to the ESM procurement policy as published on the ESM website.

2.1.5. Terms of procurement

Terms of submission:

Maximum number of lots for which one tenderer can submit tenders: 2

Terms of contract:

Maximum number of lots for which contracts can be awarded to one tenderer: 2

2.1.6. Grounds for exclusion

5. Lot

5.1. Lot: LOT-0001

Title: Lot 1: Health, Employee Assistance Programme, Travel, and Long-term care services

Description: This lot covers core insurance benefits aimed at supporting staff health and managing medical and care-related risks. It includes: • Healthcare insurance to reimburse medical treatment costs and ensure access to care; integrated with the Employee Assistance Programme (hereinafter "EAP"); - Confidential counselling services (psychological, emotional, and practical support); - 24/7 assistance channels available globally via phone, online, or in person; - Crisis intervention and work-life support services, including in exceptional events affecting staff. • Long-term care insurance providing coverage for dependency-related needs during employment; • Travel insurance covering risks and assistance services during business and private travel.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 66512200 Health insurance services

5.1.2. Place of performance

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Additional information: Contractor's Premises

5.1.3. Estimated duration

Duration: 60 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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

5.1.10. Award criteria

Criterion:

Type: Quality

Description: as stated in the procurement documents

Criterion:

Type: Price

Description: as stated in the procurement documents

5.1.11. Procurement documents

Deadline for requesting additional information: 20/10/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.esm.europa.eu/how-we-work/procurement>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: https://www.esm.europa.eu/how-we-work/procurement#headline-procurement_opportunities

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 30/10/2026 11:00:00 (UTC+01:00) Central European Time, Western European Summer Time

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: yes

Electronic payment will be used: yes

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

Review organisation: European Stability Mechanism (ESM)

Information about review deadlines: Organisation providing information on the review procedures

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: European Stability Mechanism (ESM)

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: European Stability Mechanism (ESM)

5.1. Lot: LOT-0002

Title: Lot 2: Life insurance, work incapacity and disability insurance

Description: This lot provides financial protection against major life and employment-related risks, including: • Life insurance offering death benefits to beneficiaries; • Work incapacity insurance covering temporary inability to work due to illness or accident; • Disability insurance providing income replacement and long-term financial support in case of partial or total disability.

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 75313000 Disability benefits

5.1.2. Place of performance

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Additional information: Contractor's Premises

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

This procurement is also suitable for small and medium-sized enterprises (SMEs): yes

5.1.7. Strategic procurement

Aim of strategic procurement: No strategic procurement

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

5.1.10. Award criteria

Criterion:

Type: Quality

Description: as stated in the procurement documents

Criterion:

Type: Price

Description: as stated in the procurement documents

5.1.11. Procurement documents

Deadline for requesting additional information: 20/10/2026 11:00:00 (UTC+02:00) Eastern European Time, Central European Summer Time

Address of the procurement documents: <https://www.esm.europa.eu/how-we-work/procurement>

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Electronic ordering will be used: yes

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Information about review deadlines: Organisation providing information on the review procedures

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Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: European Stability Mechanism (ESM)

8. Organisations

8.1. ORG-0001

Official name: European Stability Mechanism (ESM)

Registration number: ESM

Postal address: 6a Circuit de la Foire Internationale

Town: Luxembourg

Postcode: 1347

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Mr. Ampeglio Amore

Email: procurement@esm.europa.eu

Telephone: +352 2609620

Internet address: <https://www.esm.europa.eu/>

Roles of this organisation:

Buyer

Review organisation

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: e954ba04-8b24-4e1b-8094-c030a3ef938d - 01

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