

Germany-Frankfurt am Main: Mystery Shopping Activities in Insurance Services and Occupational Pensions
OJ S 225/2022 22/11/2022
Contract notice
Services

Legal Basis:

Regulation (EU, Euratom) No 2018/1046

Section I: Contracting authority

I.1. Name and addresses

Official name: European Insurance and Occupational Pensions Authority (EIOPA)

Postal address: Westhafen Tower, Westhafenplatz 1

Town: Frankfurt am Main

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Postal code: 60327

Country: Germany

Contact person: Finance and Corporate Services Unit

E-mail: procurement@eiopa.europa.eu

Internet address(es):

Main address: www.eiopa.europa.eu

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=10245>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://etendering.ted.europa.eu/cft/cft-display.html?cftId=10245>

I.4. Type of the contracting authority

European institution/agency or international organisation

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Mystery Shopping Activities in Insurance Services and Occupational Pensions

Reference number: EIOPA-OP-142-2022

II.1.2. Main CPV code

79310000 Market research services

II.1.3. Type of contract

Services

II.1.4. Short description

To procure, upon request, the delivery of mystery shopping activities in financial services within EIOPA's remit in the European Union and in the countries of the European Economic Area.

II.1.5. Estimated total value

Value excluding VAT: 1 656 000,00 EUR

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.2. Additional CPV code(s)

79311000 Survey services, 79300000 Market and economic research; polling and statistics

II.2.3. Place of performance

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance: The services will be provided from the contractor's premises, remotely and with mystery shopping visits. See internet address provided in Section I.3).

II.2.4. Description of the procurement

See internet address provided in Section I.3).

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 1 656 000,00 EUR

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

See internet address provided in Section I.3).

II.2.10. Information about variants

Variants will be accepted: no

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: yes

Identification of the project: EU operational appropriations.

II.2.14. Additional information

See internet address provided in Section I.3).

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

See internet address provided in Section I.3).

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Open procedure

IV.1.3. Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

Framework agreement with several operators Envisaged maximum number of participants to the framework agreement: 4

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.2.2. Time limit for receipt of tenders or requests to participate

Date: 20/12/2022 Local time: 23:59

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

IV.2.4. Languages in which tenders or requests to participate may be submitted

Bulgarian, Czech, Danish, German, Greek, English, Spanish, Estonian, Finnish, French, Irish, Croatian, Hungarian, Italian, Lithuanian, Latvian, Maltese, Dutch, Polish, Portuguese, Romanian, Slovak, Slovenian, Swedish

IV.2.6. Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7. Conditions for opening of tenders

Date: 21/12/2022 Local time: 14:00

Place:

Online, via videoconference call.

Information about authorised persons and opening procedure: See internet address provided in Section I.3).

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.2. Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3. Additional information

The procurement documents (including tender specifications) and additional documents (including questions and answers) will be available at the following web address:

<https://etendering.ted.europa.eu/cft/cft-display.html?cftId=10245>

Interested parties are invited to register via the website. They will then be notified by the online public procurement system of any updates available for this invitation to tender. Parties not registered on the site are requested to consult it regularly. EIOPA cannot be held responsible should tenderers not be aware of any additional information on this invitation to tender given on this website. The website will be updated regularly: it is the responsibility of tenderers to check for any updates and modifications during the tendering period.

Additional information on contract terms, contract renewals, conditions for participation, minimum levels of capacity required, total estimated contract volume, etc. can be found in the tender specifications available on the aforementioned website. No paper version will be issued. During the three years following conclusion of the initial contract, the contracting authority will be able to use the negotiated procedure without prior publication of a contract notice for new services involving the repetition of similar services assigned to the party(ies) awarded this contract by the contracting authority.

VI.4. Procedures for review

VI.4.1. Review body

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünwald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: GeneralCourt.Registry@curia.europa.eu

Telephone: +352 43031

Fax: +352 43032100

Internet address: <http://curia.europa.eu>

VI.4.3. Review procedure

Precise information on deadline(s) for review procedures:

If you believe that there was maladministration, you may lodge a complaint to the European Ombudsman within 2 years of the date when you became aware of the facts on which the complaint is based (see <http://www.ombudsman.europa.eu>).

VI.5. Date of dispatch of this notice

15/11/2022