# 714998-2023 - Result

See the notice on TED website

**Germany-Frankfurt am Main: PRO-006487: Crisis Management Consultancy Services**
**OJ S 227/2023 24/11/2023**
**Contract award notice**
**Services**

**Legal Basis:**
Directive 2014/24/EU

## Section I: Contracting authority

### I.1. Name and addresses

Official name: European Central Bank
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Edoardo Colombi
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

PRO-006487: Crisis Management Consultancy Services

### II.1.2. Main CPV code

79400000 Business and management consultancy and related services

### II.1.3. Type of contract

Services

### II.1.4. Short description

The European Central Bank (ECB) has developed a crisis management response structure and crisis management plans as part of its Business Continuity Management programme. Business continuity and crisis management plans have been developed aiming at ensuring that the ECB is able to continue performing its most critical duties and mitigate negative reputation and financial impacts in case of severe incidents and potential operational crises. In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB awarded a framework agreement valid for 4 years from the date of the contract signature with the possibility for two 1-year extensions.

**II.1.6. Information about lots**

This contract is divided into lots: no

**II.1.7. Total value of the procurement**

Value excluding VAT: 1 200 000,00 EUR

**II.2. Description**

**II.2.3. Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Main site or place of performance: Services to be provided predominantly on the contractor premises with the option of provision on the ECB premises in Frankfurt am Main.

**II.2.4. Description of the procurement**

The European Central Bank (ECB) has developed a crisis management response structure and crisis management plans as part of its Business Continuity Management programme. Business continuity and crisis management plans have been developed aiming at ensuring that the ECB is able to continue performing its most critical duties and mitigate negative reputation and financial impacts in case of severe incidents and potential operational crises. Within these plans, it is the responsibility of the Critical Incident Management Team (CIMT) to coordinate the appropriate response ex-post initial emergency response actions and to lead their implementation including the mobilisation of business continuity teams and business continuity resources. This includes communication to ECB staff, national central banks, national competent authorities, third parties, the public at large and/or other stakeholders. To perform this duty and manage communication throughout a crisis, the CIMT is assisted by an Incident Response Team (IRT) and a Crisis Communication Team (CCT). The role of the IRT is to prepare and maintain a situational picture together with recommendations for crisis responses to the CIMT and coordinate the implementation of decisions taken by the CIMT. A Critical Incident Management Support Team (CM-ST) that provides general support services in the context of the crisis management framework including advice and secretariat services to the CIMT and the IRT.
Further, the Security and Safety Division is represented in the CIMT as well as in the IRT and runs the Division’s internal incident management system, using an Incident Command System (ICS), for the provision of internal emergency response measures and the interaction with external rescue forces (e.g. police, fire brigade), as appropriate.
In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB awarded a framework agreement valid for 4 years from the date of the contract signature with the possibility for two 1-year extensions.
The services include:
1. The design, organisation, performance, and assessment of a structured crisis management training and exercising programme for the ECB CIMT and IRT, their support teams and potential other stakeholders identified above. The programme will address gaps identified through past incidents and exercises and the use of a maturity model already developed and in use. The programme shall draw upon established best practice and standards.
2. The design, organisation, performance, and assessment of a structured incident response training programme for the Security and Safety Division, based on an existing, modified

version of the internationally recognised Incident Command System (ICS) and with a focus on the five functional areas (incident command, operations, planning and intel, logistics, finance /administration) using pre-defined threat scenarios.
3. Ad-hoc consultancy and/or training/exercising engagements bringing operational experience, expertise and knowledge of good practice in crisis/incident management, business continuity management and organisational resilience to the ECB.

**II.2.5. Award criteria**
Quality criterion - Name: Quality of the technical offer / Weighting: 60
Price - Weighting: 40

**II.2.11. Information about options**
Options: yes
Description of options:
The ECB may extend the contract for two 1-year extension, for a maximum period of 24 months.

**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**

## 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: 2022/S 136-387813

**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

**Title:**
PRO-006487: Crisis Management Consultancy Services

A contract/lot is awarded: yes

**V.2. Award of contract**

### V.2.1. Date of conclusion of the contract
29/10/2023

### V.2.2. Information about tenders
Number of tenders received: 6
Number of tenders received from SMEs: 2
Number of tenders received from tenderers from other EU Member States: 6
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 6
The contract has been awarded to a group of economic operators: no

### V.2.3. Name and address of the contractor
Official name: Guardian Security Risk Management Ltd
National registration number: DK 35649085
Town: Copenhagen
NUTS code: DK012 Københavns omegn
Country: Denmark
The contractor is an SME: yes

### V.2.4. Information on value of the contract/lot
Total value of the contract/lot: 1 200 000,00 EUR

### V.2.5. Information about subcontracting

## Section VI: Complementary information

### VI.3. Additional information
The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9 February 2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website: (http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html).
The total value of the procurement and contract indicated in Section II.1.7) and Section(s) V.2.4) are an indicative non-binding spending estimate at the time of contract award.
The actual value of the contract may differ and will be determined by actual business needs.

### VI.4. Procedures for review

### VI.4.1. Review body
Official name: Procurement Review Body of the European Central Bank, c/o Legal Services Team
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postal code: 60314
Country: Germany
E-mail: LegalServices@ecb.europa.eu
Telephone: +49 6913440
Fax: +49 6913446886
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
Fax: +49 6913447110
Internet address: http://www.ecb.europa.eu

**VI.5. Date of dispatch of this notice**

13/11/2023