

522723-2026 - Mise en concurrence

Allemagne – Services de déplacement – PRO-2249874403 Relocation services

OJ S 144/2026 29/07/2026

Avis de marché ou de concession – régime ordinaire

Services

1. Acheteur

1.1. Acheteur

Nom officiel: European Central Bank

Adresse électronique: procurement@ecb.europa.eu

Forme juridique de l'acheteur: Institution, organe ou agence de l'UE

Activité du pouvoir adjudicateur: Affaires économiques

2. Procédure

2.1. Procédure

Titre: PRO-2249874403 Relocation services

Description: The ECB is seeking up to two suppliers for the provision of services in relation to relocation of staff members to the Frankfurt am Main area. The services shall include (but not be limited to): general housing information via a website and in printable format, individual housing search based on questionnaires and/or interviews, consultancy services related to (rental) housing/accommodation and relocation formalities, provision of telephone hotline. The two contracts will be awarded in ranking scheme (cascade).

Identifiant de la procédure: 8ca940b9-5572-4173-8b51-229411abbc3c

Identifiant interne: PRO-2249874403

Type de procédure: Négociée avec publication préalable d'un appel à la concurrence / concurrentielle avec négociation

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: The tender procedure shall be 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 is 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>. The detailed features and terms and conditions of the procedure can be found in the procurement documents.

2.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 98392000 Services de déplacement

2.1.2. Lieu d'exécution

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

2.1.4. Informations générales

Informations complémentaires: This tender procedure is conducted via the ECB's electronic tendering system (SAP Ariba) which can be accessed via the following internet address: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html> If you have not used the ECB's electronic tendering system before, you need to register via the above link. Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support. Should you require technical help when using the system, please raise a contact support request on the following website: <https://eu.service.cloud.ariba.com/Sourcing.aw>. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as laid down in the procurement documentation itself.

Base juridique:

Autre

<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)

2.1.6. Motifs d'exclusion

Sources des motifs d'exclusion: Document de marché

5. Lot

5.1. Lot: LOT-0001

Titre: Relocation services

Description: With this procurement procedure, the ECB is seeking suppliers who are able to provide the following services: • Provision of general housing information, including but not limited to a website, leaflets/brochures, newsletters and presentations (property market situation in Frankfurt and the Rhein-Main area, rules, regulations, applicable legal issues which a newcomer should be aware of, administrative tasks before, during and after a move, etc.); • Provision of individual search services for rental accommodation based on questionnaires and/or personal interviews and including accompanied visits, advice, rental contract negotiations and hand-over activities; • Ad-hoc consultancy services related to (rental) housing/accommodation and relocation formalities. • Provision of telephone hotline.

Identifiant interne: PRO-2249874403

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 98392000 Services de déplacement

Quantité: 480 pièces

Options:

Description des options: The contract is not subject to renewal.

5.1.2. Lieu d'exécution

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

5.1.3. Durée estimée

Durée: 48 Mois

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): non

Informations complémentaires: Instead of publishing an estimated value, the ECB has published the maximum scope and volume of the Contracts as follows: - Provision of individual search services for rental accommodation based on questionnaires and/or personal interviews and including accompanied visits, advice, rental contract negotiations and hand-over activities. The maximum quantity of housing searches to be provided under the framework agreement is set at 480 housing searches over the 4-year duration of the agreement. The envisaged quantity of housing searches is 300. One housing search includes: (a) Preparations - Develop an individual housing profile for the staff member based on a housing questionnaire and personal discussion. The questionnaire shall explicitly invite persons with disabilities to specify special needs, which will be considered throughout the search. - Compare the housing profile with market offerings, identify suitable options using various sources (e.g., newspapers, internet, brokers, ECB-provided information), and prepare a pre-selection of verified accommodations. Present this preliminary selection to the staff member, including details about neighbourhood infrastructure (e.g., public transport, shopping, schools). Arrange property visits based on discussions with the staff member. (b) Visits - Accompany the staff member on initial and subsequent property visits, as requested, and follow up with discussions to refine the housing profile. There shall be no limitation on the number of visits. (c) Advice /negotiations - Provide guidance on negotiating rental agreements and assess contractual terms before signature. If requested, explain the German rental contract in English. (d) Hand-over - Assist the staff member during the walk-through/handover protocol, if requested. Any advice provided must be clearly flagged as non-legally binding. - Post-signature support services (e.g., follow-up consultancy with regard to removal, registrations, insurances, etc) are considered an asset. For the avoidance of doubt, one housing search covers the points (a) to (d) above for one staff member, from the preparations through to hand-over of the rented property, irrespective of the number of viewings or negotiations required. However, staff members may opt out in the separate stages of the search. Unsuccessful searches are included in the maximum quantity mentioned above, provided they are unsuccessful due to an opt-out of the staff member. Searches unsuccessful for reasons not attributable to the staff member's opt-out shall not count toward the maximum quantity. - The maximum quantity for ad-hoc consultancy services is 172 hours over the 4-year duration of the agreement. The estimated quantity for ad-hoc consultancy services is 132 hours. - One off costs include: o Production of a general information leaflet on the rental accommodations market in Rhine Main covering all relevant aspects of accommodation and rental housing in the Frankfurt area, including updates during the maximum 4-year contract duration (as necessary due to developments, in particular laws and regulations, at least one (1) per year); o Production of four (4) annual newsletters on the rental accommodations market in Rhine Main; o Opening of a website on the rental accommodations market in Rhine Main to all staff. All materials mentioned above (including any materials used in presentations) shall be made available to ECB staff via a dedicated website, including updates and maintenance during the maximum 4-year contract duration. Detailed information on the services provided by the supplier on behalf of the ECB. - Provision of telephone hotline (as a one-time annual fee).

5.1.9. Critères de sélection

Sources des critères de sélection: Avis, Document de marché

Critère: Autres exigences économiques ou financières

Description du critère de sélection: Selection criteria as stated in the procurement documents.

Les critères seront appliqués pour sélectionner les candidats à inviter pour la seconde étape de la procédure

Informations sur la seconde étape d'une procédure en deux étapes:

La procédure se déroulera en plusieurs étapes. À chaque étape, certains candidats peuvent être éliminés

L'acheteur se réserve le droit d'attribuer le marché sur la base des offres initiales sans mener de négociations

5.1.10. Critères d'attribution

Critère:

Type: Qualité

Nom: Quality

Description: As specified in the procurement document, award requirements and criteria will be established in the Invitation to Tender during the next phase of the procurement.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 50

Critère:

Type: Prix

Nom: Price

Description: As specified in the procurement document, award requirements and criteria will be established in the Invitation to Tender during the next phase of the procurement.

Catégorie du critère d'attribution poids: Pondération (pourcentage, valeur exacte)

Nombre critère d'attribution: 50

5.1.11. Documents de marché

Adresse des documents de marché: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

Canal de communication ad hoc:

Nom: ECB e-tendering platform

URL: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://eu.mu.ariba.com/uav/project/?token=52e97f8f-742d-4352-be1d-95d641d45ceb>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: anglais

Catalogue électronique: Non autorisée

Date limite de réception des demandes de participation/candidatures: 04/09/2026 10:00:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Facturation électronique: Requise

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Accord-cadre, sans remise en concurrence

Nombre maximal de candidats: 2

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de médiation: The European Ombudsman

Organisation chargée des procédures de recours: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Description des délais d'introduction des procédures de recours: 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 qui fournit des informations complémentaires sur la procédure de passation de marché: European Central Bank

Organisation qui fournit un accès hors ligne aux documents de marché: European Central Bank

Organisation qui fournit des précisions concernant l'introduction des recours: European Central Bank

Organisation qui reçoit les demandes de participation/candidatures: European Central Bank

Organisation qui traite les offres: European Central Bank

8. Organisations

8.1. ORG-0001

Nom officiel: European Central Bank

Numéro d'enregistrement: 0001

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

Point de contact: Central Procurement Office

Adresse électronique: procurement@ecb.europa.eu

Téléphone: +49 6913440

Adresse internet: <https://www.ecb.europa.eu>

Adresse URL pour l'échange d'informations: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Autres points de contact:

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

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

Point de contact: Legal Advice Team

Adresse électronique: LegalServices@ecb.europa.eu

Téléphone: +49 6913440

Télécopieur: +49 6913446886

Adresse internet: <http://www.ecb.europa.eu>

Rôles de cette organisation:

Acheteur

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché

Organisation qui fournit un accès hors ligne aux documents de marché

Organisation qui reçoit les demandes de participation/candidatures

Organisation qui traite les offres

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

8.1. ORG-0002

Nom officiel: The European Ombudsman

Numéro d'enregistrement: 0002

Adresse postale: 1 avenue du Président Robert Schuman, CS 30403

Ville: Strasbourg

Code postal: 67001

Subdivision pays (NUTS): Bas-Rhin (FRF11)

Pays: France

Point de contact: The European Ombudsman

Adresse électronique: eo@ombudsman.europa.eu

Téléphone: +33 388172313

Adresse internet: <https://www.ombudsman.europa.eu/en/home>

Rôles de cette organisation:

Organisation chargée des procédures de médiation

Informations relatives à l'avis

Identifiant/version de l'avis: 0da591de-89c0-44bf-b315-e1884323e5f8 - 01

Type de formulaire: Mise en concurrence

Type d'avis: Avis de marché ou de concession – régime ordinaire

Sous-type d'avis: 16

Date d'envoi de l'avis: 28/07/2026 07:06:06 (UTC+00:00) Heure de l'Europe occidentale, GMT

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

Numéro de publication de l'avis: 522723-2026

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