

**ECB - social counselling services (4011/H/PSR/2007) (D-Frankfurt-on-Main)**

**2007/S 165-204025**

**Contract notice**

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s):**

European Central Bank, attn: Mr Michael W. Heath, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44-8645. Fax (49-69) 13 44-7110. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu).

**Internet address(es):**

General address of the contracting authority (URL): [www.ecb.europa.eu](http://www.ecb.europa.eu).

**Further information can be obtained from:**

the above-mentioned contact point(s).

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the above-mentioned contact point(s).

**Tenders or requests to participate must be sent to:**

the above-mentioned contact point(s).

**I.2) Type of the contracting authority and main activity or activities:**

European institution/agency or international organisation.

Economic and financial affairs.

The contracting authority is purchasing on behalf of other contracting authorities: no.

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

Social Counselling Services (4011/H/PSR/2007)

**II.1.2) Type of contract and location of works, place of delivery or of performance:**

Services.

Service category: 25.

Main place of performance:

ECB; D-Frankfurt-on-Main.

NUTS code: DE712.

**II.1.3) The notice involves:**

A public contract.

**II.1.4) Information on framework agreement**

**II.1.5) Short description of the contract or purchase(s):**

Social counselling services (4011/H/PSR/2007)

The social counsellor shall be active in the areas of prevention, promotion of awareness, counselling, avoidance of escalation, conflict resolution and mediation for matters of work-related or privately driven problems or interpersonal conflicts that affect the work situation. The role excludes arbitration/decision-making.

**II.1.6) Common procurement vocabulary (CPV):**

85312300, 85300000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**

Yes.

II.1.8) **Division into lots:**

No.

II.1.9) **Variants will be accepted:**

No.

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

The ECB employs 1 640 staff on various types of employment contract. Social counselling services will be offered under an initial contract of 4 years estimating a service volume of around 100 working days per calendar year. Services are to be delivered at the ECB's premises in D-Frankfurt, where a dedicated and fully equipped office will be provided, with an availability pattern of 2 to 3 consecutive working days per week. On these days, the counsellor shall be reachable during normal business hours (8:30 to 17:30) by any means of communication.

II.2.2) **Options:**

Yes.

Additional services in the field of diversity may be requested on initiative of the ECB.

Number of possible renewals: 1 for range: between 1 and 4 years.

II.3) **Duration of the contract or time-limit for completion:**

Duration: 48 months from the award of the contract.

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

No deposit is required.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**

Method of payment will be in accordance with the terms and conditions of the contract, which foresees payment on a monthly basis.

III.1.3) **Legal form to be taken by the grouping of economic operators to whom the contract is to be awarded:**

Not applicable.

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

Yes.

The successful bidder shall either be a self-employed consultant or a company that shall appoint a designated individual it employs and who provides the services to the ECB.

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:**

Information and formalities necessary for evaluating if requirements are met:

candidates wishing to participate must provide information (including that indicated below) by completing the ECB's application form. It can be requested from the address in I.1 above. The completed application form must be returned in paper copy format by the date indicated in IV.3.4 below.

(a) Full company name, business address and registered address (if different) and registration number.

- (b) All requested information must be returned in hard copy format by the date indicated in IV.3.4 below.  
(c) Applicants shall either be a self-employed consultant or a company that shall appoint a designated individual it employs and who provides the services to the ECB.

III.2.2) **Economic and financial capacity:**

Information and formalities necessary for evaluating if requirements are met:

(a) economic capacity.

Minimum level(s) of standards possibly required:

(a) the candidate must show, by means acceptable to the ECB, preferably by demonstrating the existence of current and ongoing contracts, that the fulfilment of this contract will not cause the contractor to become financially dependant on the ECB.

III.2.3) **Technical capacity:**

Information and formalities necessary for evaluating if requirements are met:

(a) resource availability;

(b) level of qualifications, certifications, affiliations, potential publications;

(c) professional experience:

— reference contracts/assignments/engagements showing active and past client relationships that demonstrate that the applicant has undertaken similar work in the last 5 years,

— experience in conflict resolution and corresponding techniques (in particular in work place mediation),

— experience in areas of diversity/equal opportunity;

(d) language skills.

Minimum level(s) of standards possibly required:

(a) the candidate must demonstrate its availability to perform the services at the requested service volume (about 100 working days p.a.);

(b) advanced university degree in psychology, or social sciences, or human resource management or law, or proven ability to perform the tasks commensurate with such formal academic qualification;

(c) at least 5 years of professional experience providing service as social counsellor or in similar functions (e.g. welfare officer, etc.) in international and multi-cultural context/organisations;

(d) very good command of English with proven drafting ability. Working knowledge of at least 1 other official Community language.

III.2.4) **Reserved contracts:**

No.

III.3) **Conditions specific to service contracts**

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

Yes.

See requirement of III.2.1(c) above.

**Section IV: Procedure**

IV.1) **Type of procedure:**

Restricted.

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate:**

Envisaged minimum number 5.

Objective criteria for choosing the limited number of candidates:

the information provided under III.2.3, insofar as the minimum requirements are met, will be evaluated and the applicants will be ranked as to their ability and experience.

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **Award criteria**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of:

1. price; weighting: 45 %;
2. quality; weighting: 55 %.

IV.2.2) **An electronic auction will be used:**

No.

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

4011/H/PSR/2007

IV.3.2) **Previous publication(s) concerning the same contract:**

No.

IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document:**

Time-limit for receipt of requests for documents or for accessing documents: 18.9.2007 (12:00), CET.

Payable documents: no.

IV.3.4) **Time-limit for receipt of tenders or requests to participate:**

24.9.2007 (12:00), CET.

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up:**

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender:**

9 months from the date stated for receipt of tender.

IV.3.8) **Conditions for opening tenders:**

Place: tenders shall be opened shortly after the deadline for receipt of tenders has expired, at the address in I.1.

Persons authorised to be present at the opening of tenders: no.

Members of staff of the ECB only.

**Section VI: Complementary information**

VI.1) **This is a recurrent procurement:**

No.

VI.2) **Contract related to a project and/or programme financed by Community funds:**

No.

VI.3) **Additional information:**

The candidates shall submit their applications using the application form.

The tender procedure will be concluded in accordance with the ECB procurement framework under the principles of transparency, equal access, publicity, and equal treatment, with the overall objective to obtain best value for money for the ECB.

The ECB procurement framework is detailed in the 'Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5 — 2007/497/EC)' which has been published in the OJ L 184, 14.7.2007, 34 and on the ECB's web site (<http://www.ecb.europa.eu/ecb/proc/tenders/html/index.en.html>).

The contract is intended initially for 4 years, with the potential for extension.

The contract shall be governed by and interpreted under German civil law.

The bid of the contractor shall be established in the format of a daily flat rate including all auxiliary costs (travel, accommodation, additional living expenses that the consultant's stays in D-Frankfurt may cause, telecommunication, delivery, copies, translation, administrative/secretarial support).

The deadline for questions or requests for clarification relating to the invitation to tender from tenderers shall be 6 days prior to the deadline for receipt of tenders.

Tenders and all supporting documents must be priced in euro and all contract payments will be made in euro.

Tenderers will find details of the acceptability of submitting alternative offers in the invitation to tender document.

All communications, discussions and meetings will be conducted in English and no interpretation facilities will be provided. Tenderers are also informed that presentations, interviews, and/or site visits may be required to confirm information contained in their offers.

The ECB reserves the right not to make any award and reserves the right to accept all or part of any tender unless the tenderer expressly stipulates otherwise in their tender. The ECB reserves the right to disqualify any applicant who provides information which proves to be incorrect.

The ECB will not be liable for any costs, nor shall it reimburse any expenses or losses that tenderers may incur in connection with the submission of their proposals. Proposals received will not be returned and will remain the property of the ECB.

Applications shall be delivered, sealed in an envelope, not bearing any indication of the tenderer on the envelope, or in the franking, clearly marked with the contract name and addressed as in I.1 above, so as to arrive no later than the date and time specified in IV.3.4 above.

Tenders may be rejected if the required information is not provided in the stated format at the time of tendering.

It is the responsibility of tenderers to ensure that their tender is delivered not later than the deadline indicated in IV.3.4 above. The ECB may consider any tenders received after that time. Tenders received in electronic format, or by fax will not be considered.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures:**

European Central Bank — Central Procurement Office, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44-8645. Fax (49-69) 13 44-7110. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu). URL: [www.ecb.europa.eu](http://www.ecb.europa.eu).

VI.4.2) **Lodging of appeals:**

Precise information on deadline(s) for lodging appeals:

15 calendar days from receipt of the notification to unsuccessful bidders.

VI.4.3) **Service from which information about lodging of appeals may be obtained**

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

17.8.2007.