

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:90855-2013:TEXT:EN:HTML>

**D-Frankfurt-on-Main: ECB - Provision of insurance management services for ECB
2013/S 056-090855**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

European Central Bank
Kaiserstraße 29
For the attention of: Katja Geiger-Hahn
60311 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
E-mail: procurement@ecb.europa.eu
Fax: +49 6913447110

Internet address(es):

General address of the contracting authority: <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

European institution/agency or international organisation

I.3) Main activity

Economic and financial affairs

I.4) Contract award on behalf of other contracting authorities

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:

Provision of insurance management services for ECB.

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

Services

Service category No 6: Financial services a) Insurances services b) Banking and investment services

Main site or location of works, place of delivery or of performance: Frankfurt-on-Main.

NUTS code DE712

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves the establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement

Duration in months: 48

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

The ECB is to conduct public tender procedure(s) for insurance services in order to provide adequate insurance coverage for potential risks. For this purpose, independent advisory services are required in order to assist with the selection of insurer(s) and/or administrator(s) starting with the preparation of ECB requirements, to the evaluation of proposals, the potential commercial and contractual negotiations and finally to the review of suppliers' performance including potential renegotiations of terms and conditions on a regular basis.

The ECB is therefore looking to award a framework agreement to 1 or 2 providers depending on the capabilities of the providers and the results of the tender. The framework agreement(s) is/are currently foreseen to start in June 2013 with a duration of 4 years from its/their start date and may be extended up to a further 12 months. The maximum contract duration (including the extension) may be 5 years in total.

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

66510000, 66518000, 66519310

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

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

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

The scope of services to be provided for the duration of the contract includes the following non-exhaustive list of core activities:

- risk and insurance strategy definition,
- support on insurance companies and/or administrator(s) tendering,
- support on insurance placement and implementation of the ECB's insurance concept,
- relationship management including client relationship management and insurance relationship management,
- contract(s) management services and key-account,
- claims management,
- reporting.

The following is a non-exhaustive list of insurance lines included in the scope:

- property insurance,
- fine arts insurance,
- insurance services for ECB staff members' removals,
- travel luggage insurance,
- automobile insurance incl. insurance for employee cars on business trip ('Dienstreisekaskoversicherung'),
- general liability insurance and environmental liability/environmental claim insurance,
- medical and dental benefits insurance,
- accident insurance,
- travel insurance,
- long-term care insurance.

II.2.2) Information about options

Options: no

II.2.3) Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:
in months: 12 (from the award of the contract)

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

Duration in months: 48 (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:

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

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

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Tenderers will act independently and:

(i) relinquish the right to participate in subsequent tender procedures for the provision of insurance cover(s) in order to avoid potential conflict of interests;

(ii) receive remuneration related to the service provision from the ECB only. Direct or indirect remuneration or commission from insurers is excluded.

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 the requirements are met: Please see the details in the tender documentation. Tenderers shall state in their self-declaration (included in Annex 4 to the ITT) that they meet the eligibility criteria.

Tenderers shall be registered service providers for insurance management services under the supervision of a public authority.

III.2.2) Economic and financial ability

III.2.3) Technical capacity

Information and formalities necessary for evaluating if the requirements are met:

Tenderers shall submit the pre-qualification questionnaire (Annex 3 to the ITT).

Minimum level(s) of standards possibly required:

5 reference contracts from the past 5 years (2007–2012) demonstrating experience in delivering similar services as requested in Annex 1 of the tender documentation, of which:

(i) at least 2 insurance covers were for liability insurance and at least 2 were for property insurance;

(ii) at least 1 included designing and implementing a client-tailored solution;

(iii) preferably 1 reference contract should be with a public body; and

(iv) at least 2 contracts should demonstrate long-term client partnership based on managing various aspects of established insurance contracts, in particular claims management.

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2) Staff responsible for the execution of the service

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

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

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 the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) Information about electronic auction

An electronic auction will be used: no

IV.3) Administrative information

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

25232/A/ADS/2013.

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: 29.4.2013

Payable documents: no

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

29.4.2013 - 17:00

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

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

IV.3.8) Conditions for opening of tenders

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

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about European Union funds

The contract is related to a project and/or programme financed by European Union funds: no

VI.3) Additional information

The documentation for this procurement can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure please register via the Internet platform using the following Internet address, user name and password:

Internet address: <https://www.ecb.europa.eu/secure/procurement/login.html>

User ID: 25232/A/ADS/2013

Password: CDCE5C

After having registered, an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Please use the new user name and password to download the documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the documentation, please do not hesitate to contact us under the following e-mail address: procurement@ecb.europa.eu quoting the procurement number and problem experienced.

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 ECB shall exclude tenderers that are in one of the situations described in Article 24(4) of Decision ECB/2007/5 (e.g. conviction for fraud or corruption) or put on a blacklist in accordance with Article 24(7) of Decision ECB/2007/5.

The ECB may exclude tenderers that are in one of the situations described in Article 24(5) of Decision ECB/2007/5 (e.g. insolvency; grave professional misconduct; misrepresentation).

Further information about ECB procurement rules and procedures may be obtained at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

VI.4) **Procedures for appeal**

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

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

Kaiserstraße 29

60311 Frankfurt-on-Main

GERMANY

Telephone: +49 6913440

Internet address: <http://www.ecb.europa.eu>

Fax: +49 6913446558

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman, CS 30403

67001 Strasbourg Cedex

FRANCE

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of the ECB procurement rules (see Section VI.3) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. Further requirements are outlined in Article 33 of the ECB procurement rules (see Section VI.3). The complaint to the European Ombudsman does not affect the submission deadline nor does it create a new deadline by which complaints can be submitted.

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

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

8.3.2013