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**D-Frankfurt-on-Main: ECB - Provision of childcare mediation services  
2013/S 086-144675**

**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: Ms Ellinoora Peltonen  
60311 Frankfurt-on-Main  
GERMANY  
Telephone: +49 6913440  
E-mail: [procurement@ecb.europa.eu](mailto: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 childcare mediation services.

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

Services

Service category No 27: Other services

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

NUTS code DE712

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

The notice involves a public contract

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

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

Provision of childcare mediation services for the staff of the European Central Bank (ECB).

The ECB is seeking through this open procedure a supplier for the provision of childcare mediation services and intends to award a contract (the 'contract') to the supplier offering the best value for money.

The ECB in Frankfurt employs over 1 650 staff representing 27 European countries. Many of the staff members have relocated to Frankfurt specifically for their employment at the ECB, often bringing with them young families. In addition, new tasks of the ECB are likely to increase the number of families needing advice. These families require assistance in settling into a new city, and for most of them a new country as well. Therefore, it is an absolute priority for these ECB staff members (and their partners), to have access to appropriate and reliable advice on how to organise their childcare, in the language they can understand.

Since 2006, the ECB has offered supportive services to its divergent staff group in the area of work/life balance. The childcare 'mediation service' was introduced to enable staff to make the best possible decisions on their future childcare needs and also to meet the needs of sporadic unplanned short-term emergency childcare requirements.

In order to continue to achieve this objective, the ECB wishes to establish a new service contract for the provision of 'childcare mediation services' for the use of ECB staff and their partners. This will enable ECB staff or their partners to contact a service where they can discuss their particular childcare needs in English and German (other EU languages will be an asset) and find a workable solution using the resources, networks and skills of the contract provider. The ECB envisages awarding 1 service contract that will enter into force in September 2013 for the period of 24 months with the possibility for 2 consecutive contract extensions of 12 months each.

Based on the data of the previous service contract for childcare 'mediation service', the ECB estimates that there will be about 2 childcare-related enquiries per week, some of which will require several hours of mediation time, others will be dealt with in a matter of minutes. This estimation cannot be considered as a commitment on the size of the potential contract, and it merely reflects the experience in the past years.

The childcare mediation services requests may contain different inquiries, e.g.:

- to find a long term childminder (full-time or part-time),
- to find an emergency childminder who should be available on the same day of the inquiry, thus, freeing up the parent to go to work on that day, and
- from the ECB staff member, who does not know what his/her specific needs are at the time of making the first contact with the service provider, i.e. looking for advice and guidance from an expert in the field.

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

85300000, 85312000, 85312300, 85312100, 85312110, 85310000

**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 ECB envisages awarding 1 service contract that will enter into force in September 2013 for the period of 24 months with the possibility for 2 consecutive contract extensions of 12 months each.

**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: 2

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: 24 (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, but where applicable, the successful tenderer (or in the case of a successful consortium tender, each member of the consortium) may be required to provide a parent-company guarantee.

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

Method of payment will be in accordance with the terms and conditions of the contract. Candidates wishing to participate must download the tender documentation from the address specified in VI.3.

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

The establishment of temporary groupings is allowed under the conditions laid down in the tender documentation. Candidates wishing to participate must download the tender documentation from the address specified in VI.3.

**III.1.4) Other particular conditions**

The performance of the contract is subject to particular conditions: no

**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: Candidates wishing to participate must download the tender documentation from the address specified in VI.3. The completed tender as per conditions indicated in the tender documentation must be returned by the date indicated in IV.3.4 below.

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).

**III.2.2) Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Tenderers shall have the economic and financial capacity to perform the contract.

Candidates wishing to participate must download the tender documentation from the address specified in VI.3. The completed tender as per conditions indicated in the tender documentation must be returned by the date indicated in IV.3.4 below.

### III.2.3) **Technical capacity**

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

Candidates wishing to participate must download the tender documentation from the address specified in VI.3, which includes all the details. The completed tender as per conditions indicated in the tender documentation must be returned by the date indicated in IV.3.4 below.

The technical capacity requirements include that:

- 1) the service provider has, during the last 3 years, continuously provided childcare mediation services to, at least, 2 companies and/or institutions of similar size as the ECB in the Frankfurt-on-Main area;
- 2) the service provider has a service phone during normal work days (during office hours 8.00–18.00) for the provision of childcare mediation services;
- 3) for urgent inquiries, the service provider is capable of arranging a service hotline outside normal working days and office hours for the provision of childcare mediation services;
- 4) the service provider is required to have a capacity to arrange in-person meetings in the Frankfurt-on-Main area, at short notice, to provide childcare mediation services;
- 5) the service provider has the capacity to provide all the abovementioned childcare mediation services in the German language and in the English language (minimum language skill B1 of the common European framework of references for languages (CEFR));
- 6) the service provider has a database which consists of persons and/or institutions that have expressed their interest to the service provider in providing childcare services in the Frankfurt-on-Main area and these persons and/or institutions have accepted that their services may be mediated by the service provider;
- 7) the service provider assesses the suitability of the persons offering the childcare services before including them in its database.

In particular, the suitability of persons is, at least, assessed by the following tools:

- 1) personal interview/home visit using the assessment criteria assigned by the service provider;
- 2) the requirement for the person to submit the certificate of good conduct in accordance with Section 30 para. 1 of the Federal Central Register Act;
- 3) the requirement of the person to submit a personal medical certificate; and
- 4) the service provider's assessment of possible training needs of the person.

### 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: yes

## **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 below

1. Price. Weighting 40
2. Quality. Weighting 60

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:**

25592/H/RCO/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: 14.6.2013 - 17:00

Payable documents: no

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

14.6.2013

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**

Date: 14.6.2013

Place:

Frankfurt-on-Main.

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**

Service providers interested in taking part in this tender procedure are required to download the complete tender documentation from the following Internet site: <https://www.ecb.europa.eu/secure/procurement/login.html>

using the 'User ID' and 'Password' indicated below:

User ID: 25592/H/RCO/2013

Password: 75B695

Please note that you must register before downloading the tender documentation and that registration on the website is not synonymous with applying.

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 tender

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

All forms indicated in the tender documentation need to be filled in and submitted to the ECB. 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. Tenders received in electronic format, or by facsimile will not be considered.

The contract is governed under German law.

This tender procedure is conducted in accordance with the European Central Bank Decision ECB/2007/5 of 3.7.2007 laying down the rules on procurement (OJ L 184, 14.7.2007, p. 34), amended by Decision ECB/2009/2 (OJ L 51, 24.2.2009, p. 10) and Decision ECB/2010/8 (OJ L 238, 9.9.2010, p. 14) and Decision of the ECB of 19.6.2012 amending Decision ECB/2007/5 laying down the rules on procurement ECB/2012/10 (OJ L 178, 10.7.2012, p. 14), all published on: <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 ECB, c/o Legal Advice Team, European Central Bank  
Kaiserstraße 29  
60311 Frankfurt-on-Main  
GERMANY  
E-mail: [legaladviceteam@ecb.europa.eu](mailto:legaladviceteam@ecb.europa.eu)  
Telephone: +49 69134400  
Fax: +49 6913446886

**Body responsible for mediation procedures**

The European Ombudsman  
1 avenue du Président Robert Schuman, CS 30403  
67001 Strasbourg  
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:**

23.4.2013