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**Germany-Frankfurt-on-Main: ECB - Surveys on the access to finance of enterprises (SAFE)
2013/S 205-354314**

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: Rosemary Cowlard
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>
Electronic access to information: <https://www.ecb.europa.eu/secure/procurement/login.html>

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: yes
European Commission
Brussels
BELGIUM

Section II: Object of the contract

II.1) Description

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

Surveys on the access to finance of enterprises (SAFE).

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

Services
Service category No 10: Market research and public opinion polling services
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 years: 4
- II.1.5) **Short description of the contract or purchase(s)**
The European Central Bank (the 'ECB') is, through this open tender procedure, seeking a supplier for the performance of surveys on the access to finance of enterprises ('SAFE') and intends to award a framework agreement (the 'contract') to the supplier offering the best value for money. The ECB will award the contract for the benefit of the European Commission (the 'EC') which represents the European Union. The ECB and the EC may issue specific contracts under the contract for the performance of SAFE and may also request additional services for each specific contract in accordance with the provisions of the contract. It is envisaged that the contract will start in June 2014 and will be concluded for a period of 4 years.
SAFE is a qualitative survey of firms with the purpose of providing regular information on the financing conditions of micro, small and medium-sized enterprises (SMEs), as well as of some larger firms, in a certain number of countries.
The survey shall be performed every 6 months in 2 different compositions as detailed below:
— once a year, usually in March, in the euro area excluding some countries (as of 1.1.2014, the 7 smallest countries of the euro area shall be excluded) as detailed in Annex 1 ('Tender specifications') to the invitation to tender (ITT). The requesting institution will be the ECB,
— once a year, usually in September, in all countries of the European Union plus some additional countries in neighbouring regions detailed in Annex 1 ('Tender specifications'). The requesting institutions will be both the ECB and the EC.
In both types of waves, all firms shall be asked a common set of questions with between 40 and 65 question-units. The questionnaire is largely fixed from wave to wave, and the sample in the euro area includes a panel component. The services to be performed under the contract are further detailed in Annex 1 ('Tender specifications') to the invitation to tender (ITT).
- II.1.6) **Common procurement vocabulary (CPV)**
79310000, 79311000, 79311200, 79311300
- 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:**
Please see Section II.1.5 above.
- II.2.2) **Information about options**
Options: no
- II.2.3) **Information about renewals**
This contract is subject to renewal: no

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:

The establishment of temporary groupings is allowed under the conditions laid down in the tender documentation. Tenderers 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: yes

Description of particular conditions: The coordination centre and each member of the network must be members of Esomar, WAPOR or an equivalent body, or commit to comply with the Esomar/WAPOR code of conduct, or equivalent, on opinion surveys.

The contractor shall take into account environmental aspects when providing the services. In particular, the contractor shall aim at using recycled materials and energy-efficient equipment and reducing travelling of the team or travelling in a carbon-free manner.

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 to be requested to the contact point indicated in Sections I.1 and VI.3.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Please see the details in the tender documentation to be requested to the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required: The tenderers' economic and financial capacity will be assessed on the basis of their financial situation (turnover and profit and loss) during the last 3 financial years.

As a minimum, tenderers shall have had, in the last 3 financial years, an annual total turnover of at least 1 500 000 EUR. Temporary groupings may calculate their total turnover by adding together the total turnovers for each member of the grouping. In the case of a temporary grouping, one of the members shall have achieved on its own 60 % of the above amount. Tenderers shall complete the table in Section 3 of Annex 3 to the ITT.

III.2.3) Technical capacity

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

Please see the details for the evaluation process in the tender documentation to be requested to the contact point indicated in Sections I.1 and VI.3.

Minimum level(s) of standards possibly required:

Tenderers shall have the technical and professional capacity to perform the contract.

Selection criteria and minimum capacity levels.

The tenderers' capacity to perform the contract shall be assessed on the basis of the selection criteria and minimum capacity levels set out below.

Organisational, technical and professional capacity:

a) the general organisation and capability of tenderers to perform surveys such as the ones being tendered out by the ECB, in particular the coordination centre must have the technical capacity and resources to direct and coordinate the work of members of the network in the 28 core countries and 9 supplementary ones indicated in Section 2.1.1 of Annex 1 to the invitation to tender (ITT);

i. at minimum in each country covered, the team of interviewers for SAFE must comprise at least 4 people, and at least 12 people for Germany, Spain, France and Italy. As proof, tenderers shall complete table 3 in Section 4.2 of Annex 3 to the invitation to tender (ITT);

ii. the members of the network must be organised into an integrated network, i.e. tenderers must have a coordination centre and a network of polling institutes ('members of the network') covering all the countries and territories involved. Tenderers may also act directly as coordination centre. The full structure must be in place at the latest on contract signature scheduled for approx. June 2014. As proof, tenderers shall submit the documents and information requested in Section 4.1.a of Annex 3 to the invitation to tender (ITT);

iii. the coordination centre and the members of the network must be members of Esomar, WAPOR or an equivalent body, or express a commitment to comply with the Esomar/WAPOR code of conduct on opinion surveys or equivalent. As proof, tenderers shall submit the documents and information requested in Section 4.1.b of Annex 3 to the invitation to tender (ITT);

b) the human resources that the tenderer intends to use to perform the surveys, in particular:

i. for the coordination centre, the person(s) responsible for SAFE must have a good command of written and spoken English (at least a CEFR C1 level). He/she/they must have 3 years' professional experience in opinion polls and/or social surveys, and preferably surveys of firms (not market research). As proof, tenderers shall submit the documents and information requested in Section 4.2.b of Annex 3 to the invitation to tender (ITT);

ii. for the members of the network, the person in charge of SAFE must have 1 year's professional experience in opinion polls and/or social surveys. As proof, tenderers shall submit the documents and information requested in Section 4.2.c of Annex 3 to the invitation to tender (ITT);

iii. for the members of the network, members of interviewing teams covering a given country must have at least 2 months' survey experience, speak the national language(s) at native speaker's level (at least a CEFR C1 level) and possess either by academic background, residence or professional experience a deep knowledge of the country where the interview takes place. As proof, tenderers shall submit the documents and information requested in Section 4.2.e of Annex 3 to the invitation to tender (ITT);

c) the tenderers' experience which will be assessed on the basis of reference contracts, in particular:

i. the coordination centre must have coordinated and managed at least 4 opinion polls and/or social surveys (not market research) each conducted in a minimum of 6 countries in the past 3 years. The above experience must be spread at least along 2 years. As proof, tenderers shall complete table 4 of Section 4.3 of Annex 3 to the invitation to tender (ITT) and submit information requested in Section 4.3.a of Annex 3 to the invitation to tender (ITT);

ii. the tenderer must be able to prove that each member of the network has conducted at least 4 opinion polls and/or social surveys (not market research) in the past 3 years, including at least 1 in each country it covers. Each member of the network must have at least 2 years' experience in opinion polls and/or social surveys. As proof, tenderers shall complete table 5 of Section 4.3 of Annex 3 to the invitation to tender (ITT) and submit information requested in Sections 4.3.b and 4.3.c of Annex 3 to the ITT.

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 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:

26494/S/SDC/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

Payable documents: no

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

19.12.2013 - 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: 9 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: yes

Estimated timing for further notices to be published: 2016.

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: 26494/S/SDC/2013

Password: 5CA639

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 quoting the procurement number and problem experienced.

Please note that the documentation will be made available only via the Internet platform.

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 minimum time-frame during which the tenderer must maintain the tender is 9 months from submission date as stipulated under IV.3.4.

VI.4) Procedures for appeal

VI.4.1) Body responsible for appeal procedures

Body responsible for mediation procedures

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

Kaiserstraße 29

60311 Frankfurt-on-Main

GERMANY

E-mail: legaladviceteam@ecb.europa.eu

Telephone: +49 6913440

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

Fax: +49 6913446886

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).

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

VI.5) Date of dispatch of this notice:

10.10.2013