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**Germany-Frankfurt-on-Main: ECB - Provision of a tailor-made multi-source feedback (MSF) assessment tool  
2014/S 089-154495**

**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: Amalia Friman  
60311 Frankfurt-on-Main  
GERMANY  
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 a tailor-made multi-source feedback (MSF) assessment tool.

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

Services

Service category No 11: Management consulting services [6] and related 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 years: 4

**Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT:

Range: between 900 000 and 1 100 000 EUR

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

Provision of a tailor-made multi-source feedback (MSF) assessment tool.

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

72220000, 72212450, 79414000, 79633000

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

The contract is covered by the Government Procurement Agreement (GPA): no

**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 is looking for a provider for (1) the design of the MSF questionnaire(s) and the relevant reporting (for different recipients as well as for comparative purposes/policy analysis) and for (2) the provision of an IT platform (owned by the tenderer or by a third party by means of subcontracting or a temporary grouping) on which the MSF questionnaire(s) and reporting shall be run.

The ECB intends to award 1 framework agreement (the 'contract') for the above deliverables to the supplier offering the best value for the money for a period of 4 years.

The ECB envisages concluding the contract by the beginning of 2015 with the intention to launch the MSF exercise round for 2015 in April/May 2015. The ECB intends to request an approximate number of 100–120 assessments per year for its managerial staff.

The MSF exercise at the ECB consists of 2 parts:

(i) a 270<sup>0</sup> online assessment through a questionnaire which examines pre-defined behavioural competencies based on the ECB's competency framework, values and managerial role profiles. The current questionnaire assesses 12 competencies and each competency is assessed with 3 behavioural statements;

(ii) one-to-one coaching of the participating managers with an external coach to explain the individual reports and to support them in setting up and implementing developmental plans. As of this year, the ECB intends to change this process and to offer coaching to MSF participants only to focus on their developmental plan.

Therefore, under the scope of the tendered contract, the MSF provider shall present the individual reports to the participants, e.g. in a common presentation followed up by individual talks, in groups, or a combination of other methods that are part of the tenderer's concept. The developmental coaching will, however, as before, be done by external coaches.

Due to the large number of managers at the ECB and the SSM, managers are split into 2 groups: group 1: deputy heads of division (DHoD) and heads of section (HoS); and group 2: senior managers (area heads and deputy directors general) and heads of division (HoD). It is expected that managers participate in the exercise every second year, thus 1 year receiving feedback and in the next year implementing their development plans.

Estimated value excluding VAT:

Range: between 900 000 and 1 100 000 EUR

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:**

In duly justified cases the ECB may request a financial guarantee or undertake other measures as the case may be from the best-ranked tenderer.

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 framework agreement.

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 a temporary grouping is allowed under the conditions laid down in the call for applications/ invitation to tender.

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 shall state in their self-declaration (included in Annex 1 to the call for applications) that they meet the eligibility criteria.

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

Information and formalities necessary for evaluating if the requirements are met: Candidates shall complete Annex 1 to the call for applications.

Minimum level(s) of standards possibly required: The candidates' 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 (2011–2013). As a minimum, candidates shall have had, in the last 3 financial years, an accumulated net turnover of at least 1 000 000 EUR. The turnover with services covered by the contract during that period must be at least 500 000 EUR.

In the case of a temporary grouping, one of the members shall have achieved, on its own, 60 % of the above amounts.

Candidates who fail to comply with this requirement will be excluded from the tendering procedure.

III.2.3) **Technical capacity**

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

Candidates shall complete Annex 1 to the call for applications.

Minimum level(s) of standards possibly required:

Candidates shall be subject to a system of quality assurance.

Candidates shall have a team consisting of:

— at least 3 professionals with experience in acting as project managers for contracts which are comparable in terms of scope, size and complexity with the contract tendered by the ECB,

— at least 10 professionals with expertise in explaining the results in the MSF reports to participants. All the abovementioned professionals shall have a C1 level in English at all levels (listening, reading, speaking and writing).

Candidates shall confirm the availability of an IT platform through which the MSF tool shall be delivered. Candidates who fail to comply with this requirement will be excluded from the tendering procedure.

III.2.4) **Information about reserved contracts**

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

III.3.1) **Information about a particular profession**

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**

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures)  
no

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

Objective criteria for choosing the limited number of candidates: Selection criteria (weighting 100 %): among the candidates meeting the minimum requirements, the ECB shall select 5 candidates, if available, with the best experience and expertise assessed on the candidate's reference assignments performed during the preceding 5 financial years (2009–2013 inclusive) which are comparable in terms of scope, size and complexity with the contract tendered by the ECB. Candidates may submit up to 5 reference assignments as detailed below. In particular: i) at least 1 reference assignment shall present a project where the tenderer proposed an MSF concept, designed the MSF questionnaire, designed a reporting concept, compiled and analysed data in an individual report for the participants and in an aggregate report for the organisation (e.g. comparative between levels, comparative between years) in an organisation similar to the ECB; ii) at least 1 reference assignment shall present a project where the tenderer designed a tailor-made MSF questionnaire for a customer; iii) at least 1 reference assignment shall present a project where the tenderer designed a tailor-made reporting concept for a customer. The reference assignments shall be submitted completing the table in Section 4.4 of Annex 1 (application form). The quality of each reference will be assessed against its relevance in comparison with the ECB description of the relevant services to be performed as detailed in Section 1 (background) in the call for applications and will be evaluated on the basis of a scoring system from 0 to 5 points. In order to obtain 3 points and to pass this criterion, the candidates shall have performed 3 assignments during the preceding 5 financial years within the 3 areas listed above which are comparable in terms of scope, size and complexity with the services requested by the ECB.

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:**  
29151/H/PSR/2014.
- IV.3.2) **Previous publication(s) concerning the same contract**  
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
- IV.3.4) **Time limit for receipt of tenders or requests to participate**  
5.6.2014 - 18:00
- 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**
- IV.3.8) **Conditions for opening of tenders**

**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**  
Companies interested in participating in this tender procedure are required to download the complete tender documentation from the following Internet address using the 'User ID' and 'Password' indicated below:  
Internet address: <https://www.ecb.europa.eu/secure/procurement/>  
User ID: 29151/H/PSR/2014  
Password: 5FE7E1  
Please note that you must register before downloading the documentation and that registration on the website is not synonymous with participating in the tender procedure. In order to participate, you need to submit the tender to the ECB as stipulated in the tender documentation.  
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.  
The tender procedure is conducted in accordance with Decision ECB/2007/5 of 3.7.2007 laying down the rules on procurement (OJ L 184, 14.7.2007, p. 34) as 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), 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  
Kaiserstraße 29  
60311 Frankfurt-on-Main  
GERMANY  
E-mail: [legaladviceteam@ecb.europa.eu](mailto:legaladviceteam@ecb.europa.eu)

Fax: +49 6913446886

**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 calendar days from the receipt of the information specified in Article 28(3) of the ECB Decision (ECB/2007/5), laying down the rules on procurement (see Section VI.3) or, if no information is requested, within 15 calendar days from the receipt of the notification. Further requirements are outlined in Article 33 of the ECB Decision (ECB/2007/5), laying down the rules on procurement (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:**

29.4.2014