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**Germany-Frankfurt-on-Main: ECB - Provision of a facility management
(FM) service desk and switchboard and related consultancy services
2016/S 078-138255**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

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

European Central Bank
Sonnemannstraße 22
For the attention of: Miklos Karoly
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 69/13440
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110

Internet address(es):

General address of the contracting authority: <http://www.ecb.europa.eu>
Electronic access to information: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Electronic submission of tenders and requests to participate: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.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: 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 facility management (FM) service desk and switchboard and related consultancy 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 DE7

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)**

The ECB is seeking a contractor who will operate the ECB's facility management (FM) service desk and switchboard under its own responsibility (lot 1). Tasks shall include the following elements: operation of a telephone switchboard, an internal facility management service line, internal meeting management, administrative support services, etc.

Furthermore, the ECB is also looking for a contractor (lot 2) who will provide consultancy services for the service desk. Tasks shall include the definition of measures, KPIs and service levels for the service desk, in cooperation with the contractor under lot 1, the monitoring of the operation and the performance of the FM service desk, providing the ECB with financial analysis and calculations of the service desk contract, regular reporting, provision of advice on service improvements, etc.

Due to the relation between the services, bidders are not allowed to bid for both lots simultaneously.

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

79510000, 79512000, 79993100, 79400000

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: yes

Tenders may be submitted for one lot only

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:**

Estimated value excluding VAT:

Range: between 5 000 000 and 7 000 000 EUR

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: 36 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Provision of a facility management (FM) service desk and switchboard

1) **Short description**

The ECB is seeking a contractor who will operate the ECB's facility management (FM) service desk and switchboard under its own responsibility and according to set standards and service levels. The FM service desk

and switchboard are key functions within the Directorate General Administration, which provides the internal customers with a wide range of services, such as e.g. technical, infrastructural and security facility management services and is the first point of contact for external callers.

- 2) **Common procurement vocabulary (CPV)**
79510000, 79512000, 79993100, 79400000
- 3) **Quantity or scope**
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**

Lot No: 2

Lot title: Provision of consulting services for the facility management (FM) service desk

- 1) **Short description**
The ECB is seeking a consultancy services provider to work with the contractor awarded under lot 1 on all topics relating to contractual performance including the assessment with regard to set standards and service levels. For this purpose, the ECB requires consultancy services on the implementation of the contract tendered under lot 1 on a regular and ad hoc basis.
- 2) **Common procurement vocabulary (CPV)**
79510000, 79512000, 79993100, 79400000
- 3) **Quantity or scope**
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**

Section III: Legal, economic, financial and technical information

- III.1) **Conditions relating to the contract**
 - III.1.1) **Deposits and guarantees required:**
No deposit required.
 - III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**
Payment arrangements in line with the terms and conditions of the contract. Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and 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 a temporary grouping of companies is allowed under the conditions laid down in the application documentation. Temporary groupings do not need to have a specific legal form but will be jointly and severally liable for all obligations under the contract. Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and 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: Please see the details in the application documentation to be requested from 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 application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.
Minimum level(s) of standards possibly required: For lot 1: accumulated total net turnover for the last 3 financial years of 15 000 000 EUR.
For lot 2: accumulated total net turnover for the last 3 financial years of 500 000 EUR.

III.2.3) Technical capacity

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

Minimum level(s) of standards possibly required:

For lot 1:

- 3 similar contracts performed during the last 3 financial years, which are comparable in terms of scope, size and complexity with the contract tendered by the ECB,
- at least 30 employees working in the field of facility management (FM) service desk,
- candidates shall hold a DIN EN ISO 9000 or equivalent quality assurance accreditation,
- candidates shall be able to provide the services in-house at the customer premises,
- candidates shall be able to provide their services both in the German and English languages at a minimum level of C1.

For lot 2:

- 3 similar contracts performed during the last 3 financial years, which are comparable in terms of scope, size and complexity with the contract tendered by the ECB,
- at least 5 employees working in the field of facility management (FM) consultancy services,
- candidates applying for lot 2 must be independent from the lot 1 service provider and therefore the candidate, its affiliates or its intended subcontractors must not provide services in the area of facility management (FM) service desks as part of their business portfolio.

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

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

Envisaged minimum number 3

Objective criteria for choosing the limited number of candidates: Candidates will be chosen based on ranking of applications in line with the documentation. Please see the details in the application documentation to be requested from the contact point indicated in Sections I.1 and VI.3.

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

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated yes

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:**

PRO-002079.

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: 13.5.2016 - 18:00

Payable documents: no

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

13.5.2016 - 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**

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/>

User name: 002079/A/ADS/2016

Password: 8BCEF2

After you have 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 application documentation.

However, your mere registration and downloading the documentation does not constitute an application. You must submit your application in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application documentation.

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

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of tenders.

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 tender procedure is conducted in accordance with Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) (as amended), available on the ECB website at <http://www.ecb.europa.eu> (please look for the link 'for suppliers').

During the tender procedure tenderers shall not contact any ECB staff members or organisations/persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1).

Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

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
Sonnemannstraße 20
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>
Fax: +49 6913446886

Body responsible for mediation procedures

European Ombudsman
1 avenue du Président Robert Schuman
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 Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5) 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 this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

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

Central Procurement Office
Sonnemannstraße 20
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**
11.4.2016