

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:234269-2017:TEXT:EN:HTML>

**Germany-Frankfurt-on-Main: ECB - Provision of a facility management
(FM) service desk and switchboard and related consultancy services
2017/S 117-234269**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

I.1) **Name and addresses**

European Central Bank
Sonnemannstraße 22
Frankfurt am Main
60314
Germany
Contact person: Miklos Karoly
Telephone: +49 69/13440
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110
NUTS code: DE7

Internet address(es):

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

I.2) **Joint procurement**

I.4) **Type of the contracting authority**

European institution/agency or international organisation

I.5) **Main activity**

Economic and financial affairs

Section II: Object

II.1) **Scope of the procurement**

II.1.1) **Title:**

Provision of a facility management (FM) service desk and switchboard and related consultancy services.
Reference number: PRO-002079.

II.1.2) **Main CPV code**

79510000

II.1.3) **Type of contract**

Services

II.1.4) **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 (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) **Information about lots**

This contract is divided into lots: yes

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 5 000 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

Provision of a facility management (FM) service desk and switchboard
Lot No: 1

II.2.2) **Additional CPV code(s)**

79510000

79512000

79993100

79400000

II.2.3) **Place of performance**

NUTS code: DE7

Main site or place of performance:
Frankfurt am Main, Germany.

II.2.4) **Description of the procurement:**

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.

II.2.5) **Award criteria**

Quality criterion - Name: Experience and qualifications of the proposed team / Weighting: 30

Quality criterion - Name: Detailed description of the methodology on daily operational services / Weighting: 15

Quality criterion - Name: Detailed description of the methodology on statistical reporting / Weighting: 10

Quality criterion - Name: Contract compliance / Weighting: 5

Price - Weighting: 40

II.2.11) **Information about options**

Options: no

II.2.13) **Information about European Union funds**

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

II.2.14) **Additional information**

II.2) **Description**

- II.2.1) **Title:**
Provision of consulting services for the facility management (FM) service desk
Lot No: 2
- II.2.2) **Additional CPV code(s)**
79510000
79512000
79993100
79400000
- II.2.3) **Place of performance**
NUTS code: DE7
Main site or place of performance:
Frankfurt am Main, Germany.
- II.2.4) **Description of the procurement:**
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.
- II.2.5) **Award criteria**
Quality criterion - Name: Lot cancelled — no evaluation criteria were established / Weighting: 50
Price - Weighting: 50
- II.2.11) **Information about options**
Options: no
- II.2.13) **Information about European Union funds**
The procurement is related to a project and/or programme financed by European Union funds: no
- II.2.14) **Additional information**
After the first stage of the procurement, lot 2 was cancelled by the ECB, hence no contract was awarded.

Section IV: Procedure

- IV.1) **Description**
- IV.1.1) **Type of procedure**
Competitive procedure with negotiation
- IV.1.3) **Information about a framework agreement or a dynamic purchasing system**
The procurement involves the establishment of a framework agreement
- IV.1.6) **Information about electronic auction**
- IV.1.8) **Information about the Government Procurement Agreement (GPA)**
The procurement is covered by the Government Procurement Agreement: no
- IV.2) **Administrative information**
- IV.2.1) **Previous publication concerning this procedure**
Notice number in the OJ S: [2016/S 078-138255](#)
- IV.2.8) **Information about termination of dynamic purchasing system**
- IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Lot No: 1

Title:

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

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

16/03/2017

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 0

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Serco Services GmbH

HRB 88466

Lise-Meitner Straße 10

Darmstadt

64293

Germany

NUTS code: DE7

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: 5 000 000.00 EUR

Total value of the contract/lot: 5 093 243.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

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 review**

VI.4.1) **Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Sonnemannstraße 20
Frankfurt am Main
60314
Germany
Telephone: +49 6913440
Fax: +49 6913446886
Internet address:<http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

European Ombudsman
1 avenue du Président Robert Schuman
Strasbourg
67001
France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

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.4.4) **Service from which information about the review procedure may be obtained**

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

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

09/06/2017