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**Germany-Frankfurt-on-Main: ECB - Family care services  
2017/S 220-456374**

**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  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 69/13447110  
NUTS code: DE712  
**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:**  
Family care services.  
Reference number: PRO-003044.
- II.1.2) **Main CPV code**  
85312110 - DA27 - DA31 - DA34
- II.1.3) **Type of contract**  
Services
- II.1.4) **Short description:**  
The ECB in Frankfurt employs over 3 000 staff representing all countries of the European Union. Many of the staff members have relocated to Frankfurt specifically for their employment at the ECB, often bringing with them young families. These families require assistance in settling into a new city, and for most of them a new country as well. It is therefore important for the families to have access to appropriate, reliable and timely advice on how to best organise their family care and meet the needs of sporadic unplanned short-term emergency childcare.

II.1.6) **Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 487 920.00 EUR

II.2) **Description**

II.2.1) **Title:**

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

II.2.3) **Place of performance**

NUTS code: DE712

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

The family care services consist of 2 main elements:

(i) family care services; and

(ii) administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places.

(i) Family care services:

The service shall support ECB staff, their partners and other groups (in particular ECB trainees, seconded staff and agency staff) in finding workable solutions for their family care needs.

The service provider shall be in a position to provide the following:

a) database/online search tool and website to search and find family carers;

b) individual search support and general advice for family care via a telephone hotline for:

— regular family care, and

— emergency care;

c) provision of presentations and/or information sessions on related topics on the premises of the ECB or at the provider's office.

(ii) Administrative support for maintaining the ECB childcare places waiting list and allocation of ECB childcare places:

administrative service dealing with the registration (including entitlement check) for and allocation of the ECB childcare places, made available from currently 2 childcare service providers.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of the tender / Weighting: 60 %

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**

**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**

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: [2017/S 045-081817](#)

**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**

A contract/lot is awarded: yes

**V.2) Award of contract**

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

17/10/2017

**V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

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

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

pme Familienservice GmbH  
98.HRB.68116, AG Berlin-Charlottenburg  
Flottwellstraße 4–5  
Berlin  
10785  
Germany  
NUTS code: DE30  
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: 600 000.00 EUR

Total value of the contract/lot: 487 920.00 EUR

**V.2.5) Information about subcontracting**

**Section VI: Complementary information**

**VI.3) Additional information:**

**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**

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:**

06/11/2017