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**Germany-Frankfurt am Main: ECB - Crisis Management Consultancy Services
2018/S 036-077720**

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: Spyridon Panagopoulos
Telephone: +49 69/13440
E-mail: 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:**
Crisis Management Consultancy Services
Reference number: PRO-002631
- II.1.2) **Main CPV code**
79430000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
The scope of the contract pertains to the provision of crisis management consultancy services, in order to enhance the ECB's crisis management capabilities, its business continuity readiness, and overall resilience (hereinafter referred to as the "Services").

The contract is construed as a single-supplier framework agreement. The Services shall be provided on the basis of specific agreements ("Orders") issued under the contract. The duration of the contract is set at 4 years as from the date the contract is signed by both parties.

The Services shall be provided in English.

The Services shall be delivered partly on the ECB's premises in Frankfurt am Main, Germany (e.g. interviews, exercises, etc.) and partly at the Contractor's registered office (e.g. preparation of documentation).

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: 500 000.00 EUR

II.2) Description

II.2.1) Title:

II.2.2) Additional CPV code(s)

II.2.3) Place of performance

NUTS code: DE712

Main site or place of performance:

European Central Bank, Frankfurt am Main.

II.2.4) Description of the procurement:

The scope of the contract pertains to the provision of crisis management consultancy services, in order to enhance the ECB's crisis management capabilities, its business continuity readiness, and overall resilience (hereinafter referred to as the "Services").

The contract is construed as a single-supplier framework agreement. The Services shall be provided on the basis of specific agreements ("Orders") issued under the contract. The duration of the contract is set at 4 years as from the date the contract is signed by both parties.

The Services shall be provided in English.

The Services shall be delivered partly on the ECB's premises in Frankfurt am Main, Germany (e.g. interviews, exercises, etc.) and partly at the Contractor's registered office (e.g. preparation of documentation).

The Services includes:

1. An assessment report of the appropriateness of the ECB's crisis management framework and the current level of maturity of the ECB's crisis management capabilities and based on this assessment, the definition of a roadmap to address identified gaps within the next 3 years, thereby outlining improvement measures that shall be categorised as essential (must-do), recommended and/or nice to have actions to reach the recommended maturity level ("Roadmap"). The Final Roadmap shall be delivered within three months after the kick-off meeting.
2. In connection to 1) above, the design, organisation, performance, and assessment of a structured crisis management training programme for the ECB CMT, its support teams and potential other stakeholders identified in 1) in order to support the roadmap defined in 1) above.
3. The design, organisation, performance, and assessment of a structured incident response training programme for the Security and Safety Division, based on an existing, modified version of the internationally recognised Incident Command System (ICS) and with a focus on the 5 functional areas (incident command, operations, planning & intel, logistics, finance/administration) using pre-defined threat scenarios.
4. Ad-hoc consultancy engagements bringing operational experience, expertise and knowledge of good practice in crisis/incident management, business continuity management and organisational resilience to the ECB.

II.2.5) Award criteria

Quality criterion - Name: Compliance with the ECB's technical and functional requirements / Weighting: 44 %
Quality criterion - Name: Experience and qualifications of the proposed senior consultant and his/her back-up /
Weighting: 8 %
Quality criterion - Name: Experience and qualifications of the proposed consultants / Weighting: 8 %
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**

The total value of the procurement indicated in the Section II.1.7 above is an indicative non-binding spending estimate at the time of the launch of the tender process. The actual value of the framework agreement may differ and will be determined by the outcome of the procurement and the ECB's actual business needs.

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: [2017/S 013-019114](#)

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

Title:

Crisis Management Consultancy Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

16/01/2018

V.2.2) **Information about tenders**

Number of tenders received: 7

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

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

4C Strategies AB

556598-6436

Vattugatan 17 Box 7637

Stockholm

10394

Sweden

NUTS code: SE110

The contractor is an SME: no

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

Total value of the contract/lot: 614 400.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

The total value of the framework agreement indicated in the Section V.2.4 is an indicative non-binding spending estimate at the time of contract award. The actual value of the orders issued under the framework agreement may differ and will be determined by actual business needs.

The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9.2.2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

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 Division of the European Central Bank

Sonnemannstrasse 22

Frankfurt am Main

60314

Germany

E-mail: procurement@ecb.europa.eu

Fax: +49 6913447110

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

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

09/02/2018