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**Germany-Frankfurt am Main: ECB - Provision of Catering Services  
2018/S 125-283856**

**Contract award notice**

**Results of the procurement procedure**

**Services**

**Legal Basis:**

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](mailto:procurement@ecb.europa.eu)  
Fax: +49 69/13447110  
NUTS code: DE712  
**Internet address(es):**  
Main address: <http://www.ecb.europa.eu>
- I.2) **Information about 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 Catering Services  
Reference number: PRO-002918
- II.1.2) **Main CPV code**  
55520000
- II.1.3) **Type of contract**  
Services
- II.1.4) **Short description:**  
The ECB is looking for interested service providers for the provision of catering services. Interested suppliers shall submit an Expression of Interest exclusively by E-mail, in accordance with the procurement

documentation. The list of requirements and documents to be submitted are further explained in the procurement documentation (see Section VI. 3.)

**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: 30 675 000.00 EUR

**II.2) Description**

**II.2.1) Title:**

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

55500000

39222000

**II.2.3) Place of performance**

NUTS code: DE7

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

The ECB is seeking a suitable service provider to provide catering services for its Main Building, located at Sonnemannstrasse 20 in the east of Frankfurt am Main. The Main building hosts up to 3 000 workplaces in the 2 high-rise towers. These towers are joined by an atrium, the former Grossmarkthalle and an entrance building. The personnel working in the building is drawn from all EU Member States.

In the Grossmarkthalle, 2 staff restaurants with approximately 325 seats and 150 seats as well as a seated dining area of approximately 170 seats are currently available.

The conference area consists of nine conference rooms and one event area with an approximate total capacity of maximum 820 participants and a further press area with an approximate total capacity of maximum 450 participants.

A Bistro is located on the ground floor.

In the high-rise towers an internal meeting area with 23 meeting rooms and an approximate total capacity of maximum 550 participants. 2 interchange platforms connecting the high-rise towers with service stations, 99 kitchenettes (located on each office floor of the towers), on-floor meeting rooms and executive dining facilities are available.

The past approximate yearly volume of meals served in the main catering areas is as follows:

— Staff restaurants: 330 000 lunches; 72 000 breakfasts,

— Dining area: 12 000 lunches,

— Conference area: 60 000 lunches.

These yearly volumes should serve for orientation only.

The ECB expects the service provider i.e. the caterer to deliver its customers a superior service in terms of hospitality, gastronomy, service oriented attitude and fine dining while reflecting sustainability, diversity and health in all catering areas. Furthermore, the caterer should be entrepreneurial, creative, flexible and innovative with a focus on continuous improvement of services and product variety.

In particular, the caterer will be responsible for the operation of the following areas:

— staff lunches,

— staff breakfast,

— a bistro with a shop area featuring coffee, drinks and small cold and warm snack items,

— vending machines and the servicing of service stations,

— servicing of all kitchenettes in the building,

— conference and meeting services,

- a dining area,
- senior executive catering services,
- on-site large scale events upon request,
- handling of alcoholic beverages including wine handling.

Catering services should be suitable for an international clientele and should include a wide variety of European, Asian and other international dishes reflecting current culinary trends as well as traditional favourites. ECB staff should experience their interaction with catering services as an event where they not only enjoy a nutritious meal, but also have the possibility to relax and recuperate in a positive atmosphere. The caterer should provide its services in a customer-centred, efficient and effective manner driven by experience and the willingness to constantly improve and innovate to meet customers' demands.

#### II.2.5) **Award criteria**

- Quality criterion - Name: Catering Philosophy and Entrepreneurship / Weighting: 4
- Quality criterion - Name: Management and internal organisation / Weighting: 5
- Quality criterion - Name: Offer Portfolio Concept / Weighting: 3
- Quality criterion - Name: Customer Relationship Management / Weighting: 2
- Quality criterion - Name: Implementation Plan / Weighting: 1
- Quality criterion - Name: Reporting / Weighting: 3
- Quality criterion - Name: Payment System / Weighting: 2
- Quality criterion - Name: Sustainability approach / Weighting: 3
- Quality criterion - Name: Proposal for food concept – Staff Restaurants / Weighting: 6
- Quality criterion - Name: Proposal for food concept – Breakfast / Weighting: 4
- Quality criterion - Name: Proposal for food concept – Bistro / Weighting: 4
- Quality criterion - Name: Operation and concept – Interchange Platforms/Vending / Weighting: 2
- Quality criterion - Name: Conferences and meetings / Weighting: 5
- Quality criterion - Name: Kitchenettes / Weighting: 2
- Quality criterion - Name: Dining Area / Weighting: 3
- Quality criterion - Name: Executive Dining / Weighting: 3
- Quality criterion - Name: Alcoholic Beverages / Weighting: 1
- Quality criterion - Name: Service Level Agreement and KPIs / Weighting: 2
- Quality criterion - Name: Compliance with the ECB's draft contract / 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**

### **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 080-153618](#)

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:**

Provision of Catering Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

22/05/2018

V.2.2) **Information about tenders**

Number of tenders received: 3

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

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

Aramark GmbH

HRB 2697

Martin-Behaim-Str. 6

Neu-Isenburg

63263

Germany

Telephone: +49 61027459291

Fax: +49 61027459299

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: 25 000 000.00 EUR

Total value of the contract/lot: 30 675 000.00 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

The procurement documentation can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure, 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: 002918/ADS/2017

Password: 09FB7B

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. Use the new user name and password to download the procurement documentation.

However, your mere registration and downloading the procurement documents does not constitute an application. You must submit your Expression of Interest via E-mail 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 documentation do not hesitate to contact the ECB under the following e-mail address: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu) quoting the procurement number and problem experienced.

The ECB shall endeavor 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 Expressions of Interest.

The procurement 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 organization 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 procurement procedure is conducted in accordance with Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2), 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>

During the procurement procedure tenderers shall not contact any ECB staff members or organizations/ 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**

General Court of the European Union  
rue du Fort Niedergrünwald  
Luxembourg  
2925  
Luxembourg  
Telephone: +352 43031  
E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)  
Fax: +352 4302100  
Internet address: <http://www.curia.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:**  
21/06/2018