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**Germany-Frankfurt am Main: ECB - Tender for the Provision of Health and Long-Term Care Insurance Services and Related Claims Administration Services and Employee Assistance Programme  
2019/S 029-063876**

**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: Alessandro Sussex  
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:**  
Tender for the Provision of Health and Long-Term Care Insurance Services and Related Claims Administration Services and Employee Assistance Programme  
Reference number: PRO-001804
- II.1.2) **Main CPV code**  
66510000
- II.1.3) **Type of contract**  
Services
- II.1.4) **Short description:**

The European Central Bank (ECB) intends to conclude contracts (“the Contracts”) for:  
— the provision of health and long-term care (LTC) (re)insurance (Lot 1),  
— the claims administration service of the Health and LTC insurance (Lot 2), and  
— the Employee Assistance Programme (EAP) (Lot 3).

Further information is available in the procurement documents

**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: 16 576 676.88 EUR

**II.2) Description**

**II.2.1) Title:**

Lot 1: Health and Long-Term Care Insurances

Lot No: 1

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

66512220

**II.2.3) Place of performance**

NUTS code: DE712

NUTS code: 00

Main site or place of performance:

Services for all lots shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises in Frankfurt am Main.

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

Lot 1: Health and Long-Term Care Insurances:

(a) ECB Health Insurance: an aggregate stop-loss coverage (re-insurance) for medical expenditure incurred by insured persons in the ECB Medical Plan;

(b) a Group Insurance for medical costs incurred due to accidents at work, occupational diseases and medical emergencies during business travel at a 100 % reimbursement rate;

(c) an Individual Health Insurance for former insured persons on a medical history disregarded basis at insured member's charge including the relevant claims administration;

(d) ECB LTC Insurance: an aggregate stop-loss coverage (re-insurance) for insured persons covering the payment of long-term care benefits.

Close cooperation with a claims administrator (see Lot 2) is necessary.

**II.2.5) Award criteria**

Quality criterion - Name: Individual LTC insurance / Weighting: 5

Quality criterion - Name: Staff training / Weighting: 5

Quality criterion - Name: Country specific risk knowledge / Weighting: 5

Quality criterion - Name: Guaranteed return on investment — ECB health insurance / Weighting: 5

Quality criterion - Name: Guaranteed return on investment — ECB LTC insurance / Weighting: 5

Quality criterion - Name: Reporting / Weighting: 5

Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 2

Price - Weighting: 68

**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:**

Lot 2: Claims Administration Services for the Insurances of Lot 1

Lot No: 2

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

66518300

**II.2.3) Place of performance**

NUTS code: 00

Main site or place of performance:

Services shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises.

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

Common services for both Health and LTC claims administration services:

- the services shall be delivered by experienced and professionally qualified account management team, supported by a 365 days/24 hours multilingual service helpline, with English as the leading language,
- the Administrator shall provide case management (dedicated large claims management), a dedicated complaints management system, cost containment measures, medical advice and management information shall be offered to the ECB as client according to quality management standards,
- the Administrator shall process claims in its own IT systems in any language presented, insured persons do not need to translate invoices and/or medical documentation from service providers,
- the Administrator shall also provide electronic claim filing (including internet based claim settlement as a minimum), management and reporting tools,
- the Administrator shall provide a dedicated centre of expertise which can reply to queries (min. by telephone and by e-mail, regular local consultation hours at the seat of the ECB in Frankfurt desired) from the members of the ECB insurance scheme on differences between coverage of the ECB's insurance scheme and of the major national schemes in Europe (advice shall encompass minimum questions regarding health insurance and Long-Term Care insurance including advice on adequate local (long-term) care facilities and (medical) providers),
- the Administrator shall provide membership administration on the basis of data reported by the ECB
- the Administrator shall cooperate with the ECB in case of knowledge or well-founded suspicion that any insurance benefits are fraudulently obtained
- the Administrator shall recover unwarranted payments from insured members or beneficiaries,
- the Administrator shall provide services according to agreed service levels and by application of quality management principles. The services shall not be provided for Individual Health Insurance (see Lot 1, c)) for which the insurer shall provide the relevant claim administration,
- the Administrator shall settle claims/pay benefits in Euro free of charge to the insured member within the EU and the U.S,
- the Administrator shall be able to review the medical condition of insured persons on a worldwide basis with the aim to ensure eligibility to payment of LTC insurance benefits and/or medical claims,
- close cooperation with an insurer (see lot 1) is necessary.

Claims administration for health insurance:

- the services shall comprise processing, verification, authorisation and payment (reimbursement of claims and direct settlement of invoices) of healthcare-related expenditures incurred by insured persons,
- the Administrator shall offer disease management programmes,
- the Administrator shall establish and maintain a network of preferred service providers in the Rhine-Main area and in the greater Washington D.C. area.

Claims administration for LTC Insurance:

- the Administrator shall evaluate LTC cases, regularly review existing cases and perform follow-up actions,
- the Administrator shall identify on the basis of the documents provided, if there is a dependency on long-term care and if so to which level,
- the Administrator shall perform the medical underwriting of dependants at the time of the initial request for insurance cover and following any period of cessation coverage (apart for those dependants insured under the ECB medical plan when LTC Staff Rules enter into force).

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

- Quality criterion - Name: Staff training / Weighting: 2
- Quality criterion - Name: Migration/Prearrangement in order to meet the contractual conditions and technical specifications / Weighting: 3
- Quality criterion - Name: End of Service / Weighting: 2
- Quality criterion - Name: Turnaround time – ECB Health insurance / Weighting: 4
- Quality criterion - Name: Financial accuracy / Weighting: 4
- Quality criterion - Name: Prior approval time / Weighting: 2
- Quality criterion - Name: Claims submission process (Paper claims template ECB Health insurance. online claiming ECB Health insurance, LTC claims) / Weighting: 5
- Quality criterion - Name: Quality management principles / Weighting: 4
- Quality criterion - Name: Turn-around time ECB LTC Insurance / Weighting: 3
- Quality criterion - Name: Language availability helpline / Weighting: 2
- Quality criterion - Name: Member correspondence / Weighting: 2
- Quality criterion - Name: E-services / Weighting: 3
- Quality criterion - Name: Personal information sessions / Weighting: 2
- Quality criterion - Name: Reporting / Weighting: 2
- Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 2
- Price - Weighting: 58

#### 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:**

Lot 3: Employee Assistance Programme (EAP)

Lot No: 3

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

85312300

###### II.2.3) **Place of performance**

NUTS code: 00

Main site or place of performance:

Services to shall be provided mainly on the premises of the successful contractors and, where applicable, on the ECB's premises.

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

The service provider shall offer a 24/7 Employee Assistance Programme, for counselling services regarding personal and occupational emotional issues and crisis situations (altogether covering currently approx. 10 000 persons).

The services shall be delivered by experienced and professionally qualified staff and should contain the following features:

- 24/7 global toll free worldwide hotline for all active employees incl. spouses/recognised partners and dependent children for counselling services (to be provided at least in English) regarding personal and occupational emotional issues and crisis situations (active employees includes members of staff, trainees, Executive Board Members, ECB Representatives of the Supervisory Board), and — in exceptional cases - other groups,
- provision of additional access points such as e-mail, online chat, etc.,
- multilingual (at least English and German) face-to-face counselling sessions within reasonable distance to the ECB's site in Frankfurt am Main (Germany) for emotional and psychological issues,
- work/life services including referrals to local resources to assist with legal, financial, childcare or elderly issues,
- management consultations,
- crises intervention service,
- access to website with information and practical advice for dealing with emotional and other life challenges,
- anonymous counselling (if wished) and aggregated anonymous reporting to the ECB.

**II.2.5) Award criteria**

Quality criterion - Name: Provision of advice with regard to work/life services / Weighting: 5

Quality criterion - Name: Availability of locations for face-to-face counselling / Weighting: 4

Quality criterion - Name: Number of counsellors per location for face-to-face counselling / Weighting: 3.5

Quality criterion - Name: Availability of languages for hotline / Weighting: 10

Quality criterion - Name: Availability of language for face-to-face counselling / Weighting: 7.5

Quality criterion - Name: Website (language/content/additional features such as webinars) and additional electronic features (such as App for smartphone) / Weighting: 10

Quality criterion - Name: Access points/communication channels EAP / Weighting: 8

Quality criterion - Name: Network/established contacts of clinics focussing on psychiatric and psychosomatic medicine/contacts to specialized clinics in European countries which can support inpatient treatments / Weighting: 4

Quality criterion - Name: Sensitivity of business plan/contract inception plan / Weighting: 4

Quality criterion - Name: Network of counsellors trained in trauma counselling and mental first aid, who could be available within 24 h to provide crisis intervention service in English and preferably other EU languages / Weighting: 4

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: yes

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

Notice number in the OJ S: [2016/S 138-249736](#)

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**

**Contract No:** 1

**Lot No:** 1

**Title:**

Lot 1: Health and Long-Term Care Insurances

A contract/lot is awarded: yes

V.2) **Award of contract**

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

21/11/2018

V.2.2) **Information about tenders**

Number of tenders received: 2

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

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

AWP Health and Life (private limited company)

Eurosquare 2

Saint-Ouen

93400

France

NUTS code: FR

The contractor is an SME: no

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

Total value of the contract/lot: 5 464 698.60 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** 2

**Lot No:** 2

**Title:**

Lot 2: Claims Administration Services for the Insurances of Lot 1

A contract/lot is awarded: yes

V.2) **Award of contract**

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

28/05/2018

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received from tenderers from other EU Member States: 3

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

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

AWP Health and Life Services

509216

15 Joyce Way, Park West Business Campus, Nangor Road

Dublin

12

Ireland

NUTS code: IE

The contractor is an SME: no

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

Total value of the contract/lot: 10 953 124.00 EUR

V.2.5) **Information about subcontracting**

**Section V: Award of contract**

**Contract No:** 3

**Lot No:** 3

**Title:**

Lot 3: Employee Assistance Programme (EAP)

A contract/lot is awarded: yes

V.2) **Award of contract**

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

27/09/2018

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received from tenderers from other EU Member States: 4

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

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

AWP Health and Life Services

509216

15 Joyce Way, Park West Business Campus, Nangor Road

Dublin

12

Ireland

NUTS code: IE061

The contractor is an SME: no

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

Total value of the contract/lot: 307 586.89 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

The total value of the contract indicated in the Section V.2.6) is an indicative non-binding spending estimate at the time of contract award. The actual value of the contract may differ and will be determined by actual business needs.

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 ID: 001804/H/RCO/2016

Password: 8B2EFA

After you have registered an email 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 email address: [procurement@ecb.europa.eu](mailto: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 (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2) (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**

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:**

30/01/2019