

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:214448-2019:TEXT:EN:HTML>

**Germany-Frankfurt am Main: ECB - Provision of Conference and Meeting Management Services (Lot 1) and a Switchboard and Facility Management Service Desk (Lot 2)
2019/S 090-214448**

Contract notice

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: Central Procurement Office
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) Information about joint procurement

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Tenders or requests to participate must be submitted to the abovementioned address

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 Conference and Meeting Management Services (Lot 1) and a Switchboard and Facility Management Service Desk (Lot 2)
Reference number: PRO-004626

II.1.2) Main CPV code

79993100

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB is looking for suitable suppliers to provide (Lot 1) conference and meeting management services and Lot 2 Switchboard and facility management service desk to the ECB. The foreseen duration of the contracts shall be 3 years with a possible extension of one additional year, respectively. The envisaged contract signature date is September/October 2019 with an implementation phase of around three months leading to a start of service delivery on 1.1.2020.

The services will mainly be delivered in the 3 buildings of the ECB in Frankfurt am Main:

- the Main Building on Sonnemannstrasse 20,
- the Eurotower on Kaiserstrasse 29, and
- the Japan Center at Taunustor 2.

II.1.5) **Estimated total value**

Value excluding VAT: 6 400 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for all lots

The contracting authority reserves the right to award contracts combining the following lots or groups of lots: In case the same company wins both lots, the ECB reserves the right to combine the 2 lots into a single contract.

II.2) **Description**

II.2.1) **Title:**

Provision of Conference and Meeting Management Services

Lot No: 1

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

55120000

72514100

79993100

II.2.3) **Place of performance**

NUTS code: DE7

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

The ECB is seeking a contractor who will manage the ECB's in-house meeting facilities and coordinate the services related to conferences and meetings. This is a key function for the ECB as this service has a high reputational impact through the involvement of internal and external meeting participants.

The duties encompass:

1) The management of the ECB meeting facilities in its 3 buildings in Frankfurt am Main:

- manage the booking of the in-house meeting facilities (currently performed through CAFM software) including the coordination of catering, audio-media and furniture set up services through in-house contractors of the ECB,
- provide customer application support for self-service bookings and meeting requests (currently through CAFM and CRM application). Provide IT application support for general questions and support with data maintenance,
- process catering orders for meetings in office space and other internal locations,
- provide and manage online registration services for meetings and conferences,

— provide an onsite first level support reachable via telephone and email for meeting services. The telephone needs to be permanently staffed during extended working hours from 7:30 to 19:30 CET (on ECB working days) and requires working in shifts,

— provide onsite concierge services for:

(a) assisting the internal and external meeting participants (e.g. connecting a laptop to a projector);

(b) providing services for meetings (e.g. printing name plates);

(c) performing regular physical checks of the meeting and conference rooms; and

(d) liaising with in-house service providers as well as with the FM Service Desk,

— develop and maintain procedures and guidelines related to conference and meeting organization for ECB staff. Regularly update information related to conference and meeting management services on the ECB intranet pages and present it during internal meetings and fora,

— foster a continuous improvement process on the handling of meeting and conference services to constantly improve the service in compliance with the ECBs Quality Management System.

2) The advice on and coordination of the services required for target group specific conferences, meetings and other activities mainly held in-house at the ECB's buildings;

3) Services that can be required on optional basis:

— manage bookings of external venues,

— provide service support for specific events (e.g. host/hostess services and concierge services),

— complete organization of selected conferences, meetings and activities, including audio-media and interpretation services as required, as well as all other services needed in the context of the activity.

Contractor personnel shall be available and operate during extended working hours which may require operation in shifts. Services may also be requested on weekends or public holidays.

The contractor shall operate the management activities under its own responsibility according to set standards and service levels. The contractor shall in particular provide the required staff, the supervision, the management skills and the resources to ensure that the services are delivered in accordance with the ECB requirements. The ECB will not provide any personnel for the performance of the services which shall be exclusively delivered by the Contractor's own staff. The ECB will provide the office infrastructure such as telephone infrastructure, IT hardware and software, power, lighting, heating and furniture required enabling the contractor's staff to deliver the services.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 1 600 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended by 12 months, the maximum contract duration shall not exceed 48 months.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

In the event that more than 5 applicants successfully pass the selection criteria, in each lot the ECB reserves the right to restrict participation to those applicants' best meeting the following criteria:

(a) the candidate's general experience and expertise, assessed on the basis of the candidate's past experience and its reference contracts which are comparable in terms of scope, size, type of customer or complexity with the contract tendered by the ECB (weighting of this criterion: 50 %);

(b) its organizational company profile, whereby the assessment will be based on the type and quality of structures available (such as recruitment, training and qualification of personnel, quality management etc. to support the services required under the contracts and to ensure their success (weighting of this criterion: 50 %).

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

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:

Switchboard and Facility Management Service Desk

Lot No: 2

II.2.2) Additional CPV code(s)

64214200

79512000

II.2.3) Place of performance

NUTS code: DE7

II.2.4) Description of the procurement:

The ECB is seeking a contractor who will operate the ECB's Switchboard and Facility Management (FM) Service Desk under its own responsibility and according to set standards and service levels. Both are key functions within the Directorate Administration as the service has a high reputational impact through internal and external callers.

The Switchboard is the first point of contact for external callers.

The FM Service Desk provides the internal customers with a wide range of services, such as technical, infrastructural and security facility management services.

The core services are:

- 1) Telephone Switchboard: acceptance and transfer of incoming external or internal telephone calls in English and German;
- 2) Onsite first level telephone FM support: acceptance and registration of tickets in the Computer Aided Facility Management (CAFM) system of all requests that are received by phone, e-mail or via the self-service portal. Monitoring and reporting of service provider performance. Manage, track and escalate customer complaints;
- 3) Administrative support services: any other administrative task related to infrastructural facility management services such as management of faxes, pin codes in the call charging facility, handling of lost and found items, handling of cleared items (such as from lockers and relocation activities), provision of customer application support, distribution of meal vouchers, support of IT Testing activities, etc.

The FM Service Desk shall provide services for the three buildings of the ECB in Frankfurt am Main, occasionally at an external office site and future ECB sites and, as an option, cover ECB offices in Washington

DC and Brussels. The Switchboard and FM Service Desk will be located in one of the ECB's buildings in Frankfurt am Main.

The Switchboard and FM Service Desk currently operate during extended working hours from 7:30 to 19:30 which requires operation in shifts. Services may also be requested outside regular service hours, on weekends or public holidays.

The contractor shall in particular provide the staff, the supervision, the management skills and the resources to ensure that the services are delivered in accordance with the ECB requirements. The ECB will not provide any personnel for the performance of the services which shall be exclusively delivered by the contractor's own staff. The ECB will provide the office infrastructure such as telephone infrastructure, IT hardware and software, power, lighting, heating and furniture required enabling the contractor's staff to deliver the services.

Approx. total calls handled in 2018: 45 000.

FM Tickets handled: 15 000.

Lost and Found Items: 1 000.

Faxes handled: 1 000.

Email communication: 55 000.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 4 800 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended by 12 months, the maximum contract duration shall not exceed 48 months.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

In the event that more than five applicants successfully pass the selection criteria, in each lot the ECB reserves the right to restrict participation to those applicants' best meeting the following criteria:

(a) the candidate's general experience and expertise, assessed on the basis of the candidate's past experience and its reference contracts which are comparable in terms of scope, size, type of customer or complexity with the contract tendered by the ECB (weighting of this criterion: 50 %);

(b) its organizational company profile, whereby the assessment will be based on the type and quality of structures available (such as recruitment, training and qualification of personnel, quality management etc.to support the services required under the contracts and to ensure their success (weighting of this criterion: 50 %).

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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 III: Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions:

As stated in the procurement documents.

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

III.2.3) Information about staff responsible for the performance of the contract

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.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

IV.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 03/06/2019

Local time: 17:00

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 15/07/2019

IV.2.4) Languages in which tenders or requests to participate may be submitted:

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Section VI: Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: no

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

VI.3) Additional information:

This tender procedure is conducted via the ECB's electronic tendering system (e-tendering) which can be accessed via the following internet address:

<http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

If you have not used the ECB's electronic tendering system before, you need to register via the above link (click on "Register"). Subsequently to the registration, you will receive an automated notification with your user credentials to log in (click on "Login") and to access the tender documentation. Please note that:

— a registration to the above system is only required once and you can reuse your user credentials in all future procedures of the ECB which are conducted via the above system. Therefore, please keep your user credentials for the future,

— in case you should have participated in previous ECB tender procedure(s) in the past which were conducted via the ECB's prior online system, you nevertheless need to register once to the ECB's electronic tendering system under the above address,

— your mere registration does not constitute an application. You must submit your application via the ECB's electronic tendering system as further instructed in the application documentation.

The system reference number for the above procurement is:

Lot 1: RFX-PT-2019-000006: PRO-004626-L1R1-Conf. and Meeting Services;

Lot 2: RFX-PT-2019-000007: PRO-004626-L2R1-FM Service Desk.

To download the tender documents, log on to the ECB's electronic tendering system with your login and password. Expand the field "Public Tenders — Upcoming Events". Click on "Click to request an invitation to this event" for the above procedure and close the new window which opens. Once the request is completed (this can take a few minutes), the status of the participation request will change to "Invited" and the RFX documentation will be accessible via the RFX tab.

Under the above link you also find user guides for detailed information on how to use the system and contact details for technical support.

Should you require technical help when using the system, please contact the ECB's technical support team at sourcing.support@ecb.europa.eu by quoting the reference number and the problem experienced.

Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as message via the ECB's e-tendering system (under the tab "Discussion").

The ECB endeavors to answer all queries as quickly as possible but cannot guarantee a minimum time response. 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 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 tender procedure is conducted in accordance with ECB Decision 2016/2 laying down the Rules on Procurement (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 22
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**

The European Ombudsman
1 avenue du Président Robert Schuman, CS 30403
Strasbourg Cedex
67001
France

VI.4.3) **Review procedure**

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

Central Procurement Office of the European Central Bank
Sonnemannstrasse 22
Frankfurt am Main
60314
Germany
Telephone: +49 6913440
E-mail: procurement@ecb.europa.eu
Fax: +49 6913447110
Internet address: <http://www.ecb.europa.eu>

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

30/04/2019