

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:617255-2019: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 249-617255**

Contract award notice

Results of the procurement procedure

Services

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
Official name: European Central Bank
Postal address: Sonnemannstrasse 22
Town: Frankfurt-am-Main
NUTS code: DE712
Postal code: 60314
Country: Germany
Contact person: Central Procurement Office
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110
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 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 3 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.1.6) **Information about lots**

This contract is divided into lots: yes

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 e-mail 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**

Quality criterion - Name: Candidate's general experience and expertise, based on the candidate's past experience and its comparable reference contracts / Weighting: 50

Cost criterion - Name: Organizational company profile, assessed based on type and quality of structures available (e.g. recruitment, training and qualification of personnel, quality management etc.) / Weighting: 50

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:**

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 3 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

E-mail communication: 55 000

II.2.5) **Award criteria**

Quality criterion - Name: Candidate's general experience and expertise, based on the Candidate's past experience and its comparable reference contracts / Weighting: 50

Cost criterion - Name: Organizational company profile, assessed based on type and quality of structures available (e.g. recruitment, training and qualification of personnel, quality management etc.) / Weighting: 50

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: [2019/S 090-214448](#)

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

Lot No: 1

Title:

Provision of Conference and Meeting Management Services

A contract/lot is awarded: no

V.1) **Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Switchboard and Facility Management Service Desk

A contract/lot is awarded: no

V.1) **Information on non-award**

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI: Complementary information

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**

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Postal address: Sonnemannstrasse 22

Town: Frankfurt-am-Main

Postal code: 60314

Country: Germany

Telephone: +49 6913440

Fax: +49 6913446886

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

VI.4.2) **Body responsible for mediation procedures**

Official name: The European Ombudsman

Postal address: 1 avenue du Président Robert Schuman, CS 30403

Town: Strasbourg Cedex

Postal code: 67001

Country: France

VI.4.3) **Review procedure**

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

Official name: Central Procurement Office of the European Central Bank

Postal address: Sonnemannstrasse 22

Town: Frankfurt-am-Main

Postal code: 60314
Country: Germany
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440
Fax: +49 6913447110
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**
17/12/2019