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**Germany-Frankfurt am Main: ECB - Provision of Social Counselling Services
2020/S 073-173717**

Social and other specific services – public contracts

Contract award notice

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 Social Counselling Services
Reference number: PRO-004771

II.1.2) Main CPV code

85312320

II.1.3) Type of contract

Services

II.1.4) Short description:

The European Central Bank (ECB) was seeking interested parties through this call to express interest for participating in a negotiated procurement procedure for the provision of social counselling services.

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: 955 000.00 EUR

II.2) **Description**

II.2.1) **Title:**

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

85320000

85142100

85300000

II.2.3) **Place of performance**

NUTS code: DE712

Main site or place of performance:

Frankfurt am Main.

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

In carrying out its role as the central bank for Europe's single currency, the ECB defines and implements monetary policy for the euro area and carries out a number of other tasks, including banking supervision. The ECB has approximately 4 000 staff working under various types of employment contracts, primarily located in three office locations in Frankfurt, Germany.

To support its staff, the ECB offers social counselling services to provide impartial and independent advice and to be active in the areas of prevention, promotion of awareness, counselling, avoidance of escalation, conflict resolution and mediation for matters of work-related or personal problems or interpersonal conflicts that affect the work situation.

The providers of counselling services will provide the below tasks on a minimum of 30 hours per week in total onsite at the ECB's premises in Frankfurt am Main with a minimum of 10 service hours/week per counselor and a maximum of 20 service hours/week per counselor (unless there are specific reasons for a higher number of service hours/week). The tasks of the successful social counselors are described in the call to express interest freely available at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html> (Note: All social counselors need to have at least 5 years of professional experience as social counselor, therapist or similar).

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 contracts indicated in section(s) V.2.4) is an indicative non-binding spending estimate at the time of contract award. The actual value of the contracts may differ depending on actual business needs.

The estimated value indicated per contract represents the total value of the overall procurement as the value of orders awarded per contractor may not be determined upfront.

Section IV: Procedure

IV.1) **Description**

IV.1.1) **Form of procedure**

Procedure involving negotiations

IV.1.3) **Information about framework agreement**

The procurement involves the establishment of a framework agreement

IV.1.10) **Identification of the national rules applicable to the procedure:**

IV.1.11) **Main features of the award procedure:**

Quality criterion — name: quality of the tender/weighting: 50 %

Price — weighting: 50 %

IV.2) **Administrative information**

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

Notice number in the OJ S: [2019/S 144-353624](#)

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: Rank 1

Title:

Provision of Social Counselling Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

17/03/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

Official name: Pamela Fitzgerald

Town: Eppstein

NUTS code: DE71A

Country: Germany

The contractor is an SME

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

Initial estimated total value of the contract/lot: 955 000.00 EUR

Total value of the contract/lot: 955 000.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: Rank 2

Title:

Provision of Social Counselling Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

17/03/2020

V.2.2) **Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 3
Number of tenders received from tenderers from other EU Member States: 0
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 3

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

Official name: Carolin Heurich
Town: Frankfurt am Main
NUTS code: DE712
Country: Germany
The contractor is an SME

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

Initial estimated total value of the contract/lot: 955 000.00 EUR
Total value of the contract/lot: 955 000.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Contract No: Rank 3

Title:

Provision of Social Counselling Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

20/03/2020

V.2.2) **Information about tenders**

Number of tenders received: 3
Number of tenders received from SMEs: 3
Number of tenders received from tenderers from other EU Member States: 0
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 3

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

Official name: INSITE Interventions GmbH
National registration number: DE240803365
Town: Frankfurt am Main
NUTS code: DE712
Country: Germany
The contractor is an SME

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

Initial estimated total value of the contract/lot: 955 000.00 EUR
Total value of the contract/lot: 955 000.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

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
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:**

07/04/2020