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**Germany-Frankfurt am Main: Provision of Consultancy and  
Agency Services for Market Infrastructure and Payments  
2020/S 199-481365**

**Contract 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 Frankfurt am Main, Kreisfreie Stadt  
Postal code: 60314  
Country: Germany  
Contact person: Central Procurement Office  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Telephone: +49 69/13440  
Fax: +49 69/13447110

**Internet address(es):**

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

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at:

[www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html](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

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

**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 Consultancy and Agency Services for Market Infrastructure and Payments

Reference number: PRO-005116

- II.1.2) **Main CPV code**  
79400000 Business and management consultancy and related services
- II.1.3) **Type of contract**  
Services
- II.1.4) **Short description:**  
The European Central Bank (the 'ECB') is seeking through this open procedure suppliers for the provision of consultancy and (optionally) temporary labour services on market infrastructure and payment systems matters in the following fields: project management, business, functional and/or technical-operational consultancy, market products and market development consultancy, testing and migrations services, operational risk management, information security and cyber resilience support, as well as, R&D/ Innovation research and technological development services. The scope of the procurement is divided into eight lots (see section II.2) and is further detailed in the procurement documents.
- II.1.5) **Estimated total value**  
Value excluding VAT: 20 000 000.00 EUR
- II.1.6) **Information about lots**  
This contract is divided into lots: yes  
Tenders may be submitted for all lots
- II.2) **Description**
- II.2.1) **Title:**  
Business, Technical and Operational Services  
Lot No: 1
- II.2.2) **Additional CPV code(s)**  
79400000 Business and management consultancy and related services  
79430000 Crisis management services  
66170000 Financial consultancy, financial transaction processing and clearing-house services  
66171000 Financial consultancy services  
72240000 Systems analysis and programming services  
66152000 Financial market regulatory services
- II.2.3) **Place of performance**  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Main site or place of performance:  
Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.
- II.2.4) **Description of the procurement:**  
Lot 1 includes activities related to providing technical expertise:  
— on analysing systemic risk in financial market infrastructures;  
— on crisis exercise support;  
— on financial modeling and analytical services including services pricing;  
— on application development for TARGET Services;  
— on providing expertise on related the development and assessment of regulatory policy and supervisory frameworks as well as their operationalization/compliance assessment support;  
— consultancy on advanced/big data analytics as well as academic and other research services related to the Target Services.  
It also includes activities covering academic research and quantitative analysis of transaction data (including methodological approaches and empirical analysis).

- 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**
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**  
Duration in months: 48  
This contract is subject to renewal: yes  
Description of renewals:  
The contract might be extended by an additional period of up to 12 months.
- II.2.10) **Information about variants**  
Variants will be accepted: no
- 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**  
The ECB intends to sign a contract with, if available, with up to six suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.
- II.2) **Description**
- II.2.1) **Title:**  
Testing and Migration services  
Lot No: 2
- II.2.2) **Additional CPV code(s)**  
72226000 System software acceptance testing consultancy services  
72254000 Software testing  
72254100 Systems testing services
- II.2.3) **Place of performance**  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Main site or place of performance:  
Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.
- II.2.4) **Description of the procurement:**  
Lot 2 includes activities related to testing and migration services for projects and maintenance releases:  
— preparation of testing and migration and establishment of the related processes;  
— processes and tools for release management testing;  
— services for test and migration strategies;  
— management and coordination related to testing and migration;  
— test execution, reporting and test tooling 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**
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**  
Duration in months: 48  
This contract is subject to renewal: yes  
Description of renewals:

The contract might be extended by an additional period of up to 12 months.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

The ECB intends to sign a contract with, if available, with up to 10 suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.

II.2) **Description**

II.2.1) **Title:**

Project Management Services

Lot No: 3

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

72224000 Project management consultancy services

72222100 Information systems or technology strategic review services

72212331 Project management software development services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.

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

Lot 3 includes activities related to the business and plan management:

— project and risk management;

— change and release management;

— project management concerning innovative products and/or infrastructure projects;

— demonstration/presentation of such;

— establishing and conducting monitoring frameworks;

— interacting with service providers as well as other internal and external stakeholders, etc.

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**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract might be extended by an additional period of up to 12 months.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

The ECB intends to sign a contract with, if available, with up to six suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.

II.2) **Description**

II.2.1) **Title:**

Functional Services  
Lot No: 4

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

72220000 Systems and technical consultancy services  
66150000 Financial markets administration services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.

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

Lot 4 includes activities related to advice and support:

- for functional services on payment, securities settlement as well and issuance and collateral management systems;
- for drafting functional solution papers or business/user requirements;
- for advising on functional/technical topics;
- for compiling, managing, analysing and providing advice on change requests and the change management processes;
- for the interaction with the service providers, as well as other internal and external stakeholders.

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**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract might be extended by an additional period of up to 12 months.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

The ECB intends to sign a contract with, if available, with up to six suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.

II.2) **Description**

- II.2.1) **Title:**  
Market Product and Market Development Services  
Lot No: 5
- II.2.2) **Additional CPV code(s)**  
79400000 Business and management consultancy and related services  
66150000 Financial markets administration services  
66111000 Central bank services  
66151000 Financial market operational services  
79300000 Market and economic research; polling and statistics  
79418000 Procurement consultancy services
- II.2.3) **Place of performance**  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Main site or place of performance:  
Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.
- II.2.4) **Description of the procurement:**  
Lot 5 includes activities related to market product and market development such as:  
— analysing market trends and practices;  
— assessment of available solutions in the field of payment, clearing and settlement services as well as in liquidity management;  
— contributing to the works on securities settlement harmonisation;  
— support and consultancy services related to procurement and acquisition procedures, legal and contract management and high level advice on specific projects.
- 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**
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**  
Duration in months: 48  
This contract is subject to renewal: yes  
Description of renewals:  
The contract might be extended by an additional period of up to 12 months.
- II.2.10) **Information about variants**  
Variants will be accepted: no
- 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**  
The ECB intends to sign a contract with, if available, with up to six suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.
- II.2) **Description**
- II.2.1) **Title:**  
Operational Risk Management Support Services  
Lot No: 6

- II.2.2) **Additional CPV code(s)**  
79400000 Business and management consultancy and related services
- II.2.3) **Place of performance**  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Main site or place of performance:  
Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.
- II.2.4) **Description of the procurement:**  
Lot 6 includes activities related to the operational risk management:  
— support for running independent risk assessments for each of the Target Services;  
— creation and maintenance of risk/issue registers for services, applications and systems in operation;  
— documenting related process descriptions and/or workflow charts;  
— selection and implementation of risk management tools and methodologies;  
— assessing Target Services risk management maturity;  
— providing support and advice for the development of risk management strategies and their implementation as well as the elaboration of work programmes.
- 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**
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**  
Duration in months: 48  
This contract is subject to renewal: yes  
Description of renewals:  
The contract might be extended by an additional period of up to 12 months.
- II.2.10) **Information about variants**  
Variants will be accepted: no
- 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**  
The ECB intends to sign a contract with, if available, with up to 12 suppliers. The ECB reserves the right to increase the maximum number of contracts under the conditions specified in section IV.5.8) of the ITT.
- II.2) **Description**
- II.2.1) **Title:**  
Information Security and Cyber Resilience Support Services  
Lot No: 7
- II.2.2) **Additional CPV code(s)**  
72220000 Systems and technical consultancy services  
72240000 Systems analysis and programming services
- II.2.3) **Place of performance**  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Main site or place of performance:

Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.

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

Lot 7 includes activities related to assessment and review of information:

- security and cyber resilience policies for TARGET Services;
- assessment of change requests from an information security and cyber resilience perspective and the impact on threats and operational/cyber risks;
- assessment of the implementation and operation of information security and cyber resilience controls;
- organisation, planning and risk management for red team exercises e.g. according to TIBER-EU framework; etc.

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**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract might be extended by an additional period of up to 12 months.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

The ECB intends to sign a Contract with, if available, with up to 6 suppliers. The ECB reserves the right to increase the maximum number of Contracts under the conditions specified in Section IV.5.8 of the ITT.

II.2) **Description**

II.2.1) **Title:**

R&D/ Innovation research/ Technological development services

Lot No: 8

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

73200000 Research and development consultancy services

73100000 Research and experimental development services

79310000 Market research services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Mainly on the ECB premises in Frankfurt am Main area (On-site) and/or at other locations (Off-site/Off-shore), as stated in the procurement documents.

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



Lot 8 includes activities covering:

— innovation management and research and development in the field of market infrastructures and payments clearing and settlement.

In addition, it covers:

— experimentation with new technologies, tools and services;

— testing and integration of innovative solutions; and

— consulting on functional, technical and consumer requirements for the innovative product and/or service development.

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**

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract might be extended by an additional period of up to 12 months.

II.2.10) **Information about variants**

Variants will be accepted: no

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**

The ECB intends to sign a Contract with, if available, with up to 6 suppliers. The ECB reserves the right to increase the maximum number of Contracts under the conditions specified in Section IV.5.8 of the ITT.

**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.2) **Conditions related to the contract**

III.2.2) **Contract performance conditions:**

As stated in the draft contracts that form part of the procurement documents (Annexes 5.1 and 5.2 to the ITT)

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

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

**IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

Framework agreement with several operators

In the case of framework agreements, provide justification for any duration exceeding 4 years:

The services to be performed under the contract pertain to providing support to projects and activities that have a particular lengthy planning, design, and execution period. A replacement of the consultant before project or activity completion is in the most cases disproportionately difficult from a business, operational, and technical perspective.

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

Date: 10/11/2020

Local time: 12:00

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

**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: 9 (from the date stated for receipt of tender)

**IV.2.7) Conditions for opening of tenders**

Date: 10/11/2020

Local time: 13:00

Place:

Frankfurt am Main-Germany.

Information about authorised persons and opening procedure:

No public opening.

**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 (eTendering) 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/tender.

You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation.

The system reference number for the above procurement is:

Lot 1: RFX-PT-2020-000059: PRO-005116-L1-Bus-Tech-Ops services,  
Lot 2: RFX-PT-2020-000060: PRO-005116-L2-Testing and Migration services,  
Lot 3: RFX-PT-2020-000061: PRO-005116-L3-Project management services,  
Lot 4: RFX-PT-2020-000062: PRO-005116-L4-Functional services,  
Lot 5: RFX-PT-2020-000063: PRO-005116-L5-Market product and Dev. services,  
Lot 6: RFX-PT-2020-000064: PRO-005116-L6-Operational risk manag.,  
Lot 7: RFX-PT-2020-000065: PRO-005116-L7-Info Security and Cyber resi.,  
Lot 8: RFX-PT-2020-000066: PRO-005116-L8-R&D/Innovation research.

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](mailto: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 eTendering 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 seven calendar days before the time-limit for the submission of tenders.

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**

Precise information on deadline(s) for review procedures:  
Within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of ECB Decision 2016/2 laying down the Rules on Public Procurement. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

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

Official name: Central Procurement Office of the European Central Bank c/o Legal Advice Team  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
Postal code: 60314  
Country: Germany  
E-mail: [procurement@ecb.europa.eu](mailto: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:**

01/10/2020