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**Germany-Frankfurt am Main: Provision of Mobile Communication Services (SIM Card and related services)
2022/S 145-410969**

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: Frank Elis
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440

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: <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 Mobile Communication Services (SIM Card and related services)
Reference number: PRO-008289

II.1.2) Main CPV code

64212000 Mobile-telephone services

II.1.3) Type of contract

Services

II.1.4) Short description:

I) Provision of mobile voice and data communication services including:

A) access to cellular voice and data services with global and especially European coverage;

B) delivery and support of SIM cards (physical SIM and digital SIM (eSIM));

C) usage reporting;

D) replacement and migration of the current ECB SIM cards and associated required services (both voice and data);

E) cellular In-house network coverage (Install, operate and maintain respective mobile phone transmission technology (usually called 'base stations') within ECB premises.);

II) Provision of managed SIM card services:

The services to be provided on-site mainly at two ECB Premises in Frankfurt/Main area, and on demand in the ECB's office recovery site which is also located Frankfurt;

III) Provision of consultancy services related to mobile communication;

IV) Provision of transition services.

The ECB foresees to establish a framework agreement: initial duration of two years with the possibility for 2 x 12 months extension.

II.1.5) **Estimated total value**

Value excluding VAT: 6 500 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

64210000 Telephone and data transmission services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Sonnemannstraße 22, 60314 Frankfurt am Main, GERMANY.

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

The ECB uses approximately 6 425 SIM cards.

Mobile communication services:

The framework contract will cover:

- provision of SIM cards (physical and digital (eSIM)) for voice and data usage in smartphones, mobile phones, tablets, notebooks etc. in all market standard sizes;

- provision of one-off priority access according to Paragraph 6 Abs. 1 and Paragraph 6 Abs. 2 No. 9 of the German 'Post- und Telekommunikationssicherstellungsgesetz' (Postal and Telecommunications Services Act) PTSG dated 24.03.2011, for all ECB SIM cards on a per SIM card basis. (<https://www.bundesnetzagentur.de/>

[EN/Areas/Telecommunications/Companies/ServiceProviderObligation/PublicSafety/SecuringProvisionTC/SecuringProvisionTC-node.html](#)

- enable in-house mobile phone (mobile telephony and data communication) coverage within all the ECB premises at excellent levels. Please refer to chapter 2.9 for further details.
- mobile voice communication services for physical and digital (eSIM) SIM cards

The latter comprises:

- mobile-to-any voice and SMS/MMS communications from an ECB mobile number located anywhere in the world to any phone number in the world;
- inbound voice and SMS/MMS communications to an ECB mobile number located anywhere in the world from any phone number in the world;
- Wi-Fi-Calling communications from any ECB mobile number located anywhere in the world in case the relevant device is connected to Wi-Fi;
- mailbox announcements available in English (mandatory) and other languages (i.e. German);
- mobile data communications to/ from an ECB mobile number located anywhere in the world. The mobile device can be a mobile phone, smart phone, tablet, a laptop (with a modem card) or any mobile device equipped with a SIM card and/or eSIM possibility;
- replacement and migration of the current ECB SIM cards/eSIMs and associated required services (voice and data);
- hotline services to provide support to the authorized ECB staff during 365 days / 24 hours via telephone (authorization via 'customer password');
- reporting services;
- provision of and access to a Telecom Expense Management portal;
- invoicing services;
- on request of the ECB blocking dedicated premium rate lines (i. e. 0190-XXX etc.) for all or specific SIM cards. The ECB may also request to block specific services (i.e. charges/ payments etc.) provided by dedicated premium rate lines.

Managed SIM card services:

The contractor shall provide managed SIM card services in the ECB's premises. In normal operations the service is to be provided within two ECB office locations in Frankfurt am Main.

On request of the ECB, the service is to be provided in the ECB office recovery site (ORS), either in addition to the two normal locations or only in the ORS.

The current two office locations for managed SIM card services are:

- A) Main building: Sonnemannstrasse 20, 60314 Frankfurt am Main, GERMANY;
- B) Eurotower: Kaiserstrasse 29, 60311 Frankfurt am Main, GERMANY.

The ECB retains the rights to change the locations according to internal requirements.

Consultancy services related to mobile communications:

On request, the contractor shall provide consultancy services related to mobile communications for the provisioning, problem determination and/or further development of SIM card related services.

Transition services:

On request, the contractor shall provide transition services related to the SIM cards and the related management services:

- (i) at the beginning of the contract from the current to this new tendered service provider (including porting) and
- (ii) at the end of the contract in order to allow for seamless service provisioning with a tendered new service provider (including porting).

The some Services specifically listed in the procurement documentation may be requested by the ECB or on behalf of the ECB by a third party (e.g. managed service provider) duly authorised by the ECB.

Further details are specified in the procurement documentation available online.

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: 6 500 000.00 EUR

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

Duration in months: 24

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended at the option of the ECB in accordance with Section 12.1 of the ECB's General Contract Terms (GCT) by the ECB giving advance notice of one month prior to the end of this Contract or of an extension to it. In any event, the total duration of the contract including all extensions shall not exceed 48 months.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: yes

Description of options:

As stated in the procurement documents.

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

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

In line with the terms and conditions of the draft contract. See details in the procurement documents.

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 a single operator

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: 05/09/2022

Local time: 13:00

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

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

Date: 06/09/2022

Local time: 10:30

Section VI: Complementary information

VI.1) **Information about recurrence**

This is a recurrent procurement: yes

Estimated timing for further notices to be published:

Depending on the usage of extensions for this contract as specified, the subsequent notice will be published in approx. 24, 36 or 48 months from the publication of this note.

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

The system reference number for the above procurement is:

RFX-PT-2022-000044: PRO-008289-Mobile communication SIM card

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 endeavours 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 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 ECB/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>.

And in EUR-Lex: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02016D0002-20200501>

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

E-mail: LegalServices@ecb.europa.eu

Telephone: +49 6913440

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 Decision ECB/2016/2 laying down the Rules on Procurement, as amended. 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
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postal code: 60314
Country: Germany
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**
19/07/2022