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**Germany-Frankfurt am Main: Internet-based Consumer Expectations Survey  
2022/S 148-422301**

**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

**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: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted electronically via: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/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:**

Internet-based Consumer Expectations Survey  
Reference number: PRO-007688

**II.1.2) Main CPV code**

79300000 Market and economic research; polling and statistics

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

The European Central Bank (the 'ECB') is seeking, through this negotiated procedure, a supplier for the provision of services for the performance of Internet-based consumer expectations survey (CES) and intends to award a framework agreement (the 'Contract') to the supplier offering the best value for money.

II.1.5) **Estimated total value**

Value excluding VAT: 14 000 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

79311000 Survey services

79311100 Survey design services

79311200 Survey conduction services

79311300 Survey analysis services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

The contractor shall perform the deliverables at its registered office. Upon request of the ECB, the contractor shall provide (parts) of the deliverables on the ECB's premises in Frankfurt, GERMANY.

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

The ECB wishes to establish a contract for the provision of services for the consumer expectations survey (CES) which is an online panel survey of consumers carried out on a monthly basis. The survey is collecting qualitative and quantitative information with the purpose of measuring and closely monitoring consumer expectations and decisions on a regular basis.

The survey is conducted in the following 'Main survey countries': France, Germany, Italy, Spain, Austria, Belgium, Finland, Greece, Ireland, the Netherlands and Portugal. Optionally, the survey may also be potentially extended to cover 'Additional survey countries' in the euro area.

Apart from the regular modules (performed at monthly, quarterly, and annual frequencies) and ad-hoc modules the contractor shall also be in a position to contact the already recruited respondents in order to collect answers on short dedicated topics (i.e. quick polls). The survey comprises two main samples: a probability sample, for which respondents are recruited via a computer-assisted telephone interviewing (CATI), and a non-probability sample drawing on existing online panels of survey respondents. The sample representativity of the target population is a very important feature of the survey.

The detailed scope of the Contract and its deliverables is further specified in the procurement documents.

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: 14 000 000.00 EUR

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:

A renewal of 12 months duration can be unilaterally requested by the ECB.

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

Envisaged minimum number: 3

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

The short-listing criteria are stated in the procurement documents.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: yes

Description of options:

The survey is conducted in the following 'Main survey countries': France, Germany, Italy, Spain, Austria, Belgium, Finland, Greece, Ireland, the Netherlands and Portugal. Optionally, the survey may also be potentially extended to cover 'Additional survey countries' in the euro area.

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 maximum value of the orders to be issued under the contract amounts at: EUR 18 200 000,00.

**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, which will be attached to the invitation to tender in the second stage of the negotiated procedure.

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**

Competitive procedure with negotiation

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

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

A substantial part of the existing contract's total value represented fixed set-up costs. By ensuring a sufficient level of price competition between the incumbent company (who will not need to bear these fixed costs anymore), and other companies (who will have to), the ECB will ensure a level playing field for all suppliers, and maximise value for money through fair and genuine competition.

- 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.1.8) **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: 09/09/2022  
Local time: 12:00
- IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**  
Date: 02/11/2022
- 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)

#### **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:**  
The 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/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 provision of services for performance of internet-based CES surveys is: RFX-PT-2022-000041: PRO-007688-R1-Internet-based CES.  
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 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.

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

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

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 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

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

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

22/07/2022