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**Germany-Frankfurt am Main: Provision of Logistic Services  
2022/S 243-699180**

**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 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.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 Logistic Services  
Reference number: PRO-006248

II.1.2) **Main CPV code**

98392000 Relocation services

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB has awarded a contract to a partner who will operate logistics services within the ECB's premises according to set standards and service levels agreed with the ECB. This entails the transportation of items requiring movement within each building as well as between each of the ECB buildings, including the distribution and maintenance of furniture in office and conference areas, office relocations of staff and services supporting

infrastructural facility management e.g. inventory management, support of the administration and maintenance of lockers, exchanging of confidential waste containers.

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: 12 000 000.00 EUR

II.2) **Description**

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

79613000 Employee relocation services

50850000 Repair and maintenance services of furniture

II.2.3) **Place of performance**

NUTS code: DE7 Hessen

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

The scope of this contract covers a broad range of tasks:

- acceptance of all incoming goods delivered to the ECB at its centralized logistics center in the main building. This includes checking of delivery slips, inspecting packaging, unloading goods, signing the acceptance, administration in SAP, etc.;
- transportation of any items requiring movement within each building as well as between each of the buildings (including the administrative steps such as preparation of the relevant documentation, provision of insurance, coordination and collaboration with the requester and other service teams and external providers, etc.) The candidate shall provide the different kinds of vehicles needed;
- occasional transport among venues;
- transportation of fresh food deliveries is required within the main building;
- storage and delivery of goods to the appropriate locations within the ECB premises;
- provision of health and safety guidelines and ensure that the working areas are compliant with such guidelines. In addition, the successful candidate shall regularly provide input and receive feedback the ECB's Office Health and Safety Unit;
- inventory of assets and warehouse management i.e. monitoring the stock level of certain goods (e.g. paper, furniture), distribution upon request and be in charge of launching a replacement order if necessary;
- conducting inventory exercises including the relevant administrative steps in SAP and CAFM Systems as well as the coordination and collaboration with other service teams and external providers;
- furniture maintenance and distribution in offices and conference areas. The furniture for office workplaces is set up, administered and repaired by the candidate. The workplace allocation and layouts will be supplied in advance by the ECB;
- installation/removal of standard IT peripherals e.g. monitors, docking stations, etc.;
- setting up and dismantling of ECB equipment for standard meetings, conferences, special events organized by the ECB;
- scheduling and documenting the relocation preparation, execution and completion including processing the move requests in the CAFM system, coordinating and collaborating with other service teams and providers, etc.;
- handling and exchanging of the waste containers (fitted with wheels) and the confidential paper waste containers;
- administration, operation and maintenance of lockers in the ECB premises, e.g. answering customers' tickets, opening lockers together with customers, clearing lockers on a regular basis (in coordination with the ECB or

service units), updating badge user data and troubleshooting, exchanging of batteries, assisted openings of lockers, etc.;

- managing work orders independently;
- managing announcements of work;
- others administrative small tasks such as the changing of batteries in clocks;
- collect frequent feedback from customers;
- provide monthly statistics and reports on its activities and staffing levels.

II.2.5) **Award criteria**

Quality criterion - Name: Profiles of the team members based on the CVs submitted by the tenderer (Annex 4) / Weighting: 15

Quality criterion - Name: Logistics Services' managed service and staffing concept (Annex 5) / Weighting: 25

Quality criterion - Name: Transition plans submitted by the tenderer (Annex 5) / Weighting: 5

Quality criterion - Name: Methodology for (statistical) reporting as collecting customer feedback (Annex 6) / Weighting: 10

Quality criterion - Name: Environmental management (Annex 6) / Weighting: 5

Price - Weighting: 40

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**

The procurement involves the establishment of a framework agreement

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: [2021/S 212-557760](#)

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**

**Title:**

Provision of Logistic Services

A contract/lot is awarded: yes

V.2) **Award of contract**

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

26/08/2022

V.2.2) **Information about tenders**

Number of tenders received: 2

Number of tenders received by electronic means: 2  
The contract has been awarded to a group of economic operators: no

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

Official name: WISAG Facility Management Hessen Mitte GmbH & Co. KG  
Town: Frankfurt  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Country: Germany  
The contractor is an SME: no

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

Total value of the contract/lot: 12 000 000.00 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**

The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9 February 2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website: <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>.

The total values of the procurement and contract indicated in Section II.1.7) and Section V.2.4) are an indicative non-binding spending estimate at the time of contract award.

The actual value of the contract may differ and will be determined by actual business needs, up to a maximum value of EUR 13 650 000.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Procurement Review Body of the European Central Bank, c/o Legal Services Team  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
Postal code: 60314  
Country: Germany  
E-mail: [LegalServices@ecb.europa.eu](mailto: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 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 Services Team  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
Postal code: 60314  
Country: Germany  
E-mail: [LegalServices@ecb.europa.eu](mailto:LegalServices@ecb.europa.eu)  
Telephone: +49 6913440  
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**  
05/12/2022