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**Germany-Frankfurt am Main: Provision of Catering Services for the ECB
2023/S 247-781083**

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
National registration number: PRO-006235
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Ms Uta Elbers-Kesten
E-mail: procurement@ecb.europa.eu
Telephone: +49 69/13440
Fax: +49 69/13447110

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 Catering Services for the ECB
Reference number: PRO-006235

II.1.2) Main CPV code

55500000 Canteen and catering services

II.1.3) Type of contract

Services

II.1.4) Short description:

The ECB is seeking a suitable service provider for the provision of catering services for its premises in the Rhein-Main region. In a first step, interested suppliers shall submit an expression of interest electronically in

accordance with the procurement documentation via the ECB's electronic tendering system (see Section I.3)). In a second step, interested suppliers, that are shortlisted, will be invited to submit a proposal.

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: 70 000 000.00 EUR

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

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

The ECB is seeking a suitable provider for the provision of catering services for its premises in the Rhein-Main region. Currently, the ECB premises consist of three buildings in Frankfurt am Main. These buildings may be subject to change during the term of the contract. The take-over from the current contractors may qualify as a transfer of undertaking within the meaning of Article 1 of the Directive on the transfer of undertakings and the corresponding provisions of German law (i.e. Section 613a of the German Civil Code). This means that the successful tenderer may be obliged to take over all staff engaged by the current contractors that provide catering services for the ECB.

The ECB expects the successful tenderer to deliver excellent services in terms of hospitality, gastronomy, service-oriented attitude and fine dining while reflecting sustainability, diversity and health in all catering outlets and areas. Furthermore, the successful tenderer shall be creative, flexible and innovative with a focus on continuous improvement of services and product variety. In particular, the successful tenderer shall be responsible for the operation of the following catering outlets located in all three buildings:

- staff lunch: four staff restaurants with approximately a total of 890 seats;
- breakfast: to be served in selected staff restaurants;
- coffee shops: three coffee shops with approximately a total of 320 seats. One of the coffee shops is open to external public;
- vending areas: approx. four vending areas and approx. three servicing stations (hot and cold food items and beverages) located across the buildings;
- kitchenettes: approximately 190 kitchenettes located across office floor of the buildings;
- conference and meeting services: 33 conference rooms accommodating up to an approximate maximum of 1 100 participants. Three internal meeting areas with 51 meeting rooms and an approximate total capacity of

1 000 participants. Two executive meeting areas with 11 meeting rooms and an approximate total capacity of maximum 370 participants;

— dining areas: two dining areas with approximately a total of 270 seats;

— executive catering services: four executive conference rooms which can serve as dining rooms with approximately of total of 75 seats;

— on-site large-scale events (upon request); and

— handling of alcoholic beverages.

The numbers and capacity of the catering outlets may change during the term of the contract and the successful tenderer shall adjust its operations according to the changing needs of the ECB.

The estimated approximate yearly volumes of meals, snacks and drinks served in the main catering areas are as follows:

- staff restaurant: approx. 362 000 lunches;
- coffee shop: approx. 195 000 pick-ups (hot and cold drinks, snacks);
- dining area: approx. 5 500 lunches and dinners (seated);
- conference area: approx. 39,000 lunches and dinners (mainly buffets);
- executive dining: approx. 2 500 lunches and dinners.

These volumes serve for orientation only, they are non-binding and without prejudice to future developments.

Catering services shall be suitable for an international clientele (with ECB staff members coming from the 27 European Member States and other countries) and shall include a wide variety of international dishes, current culinary trends as well as traditional favourites, dietary needs and dietary lifestyles. ECB staff should experience their interaction with catering services as an event where they not only enjoy a nutritious meal, but also have the possibility to relax and recuperate in a positive atmosphere. The successful tenderer shall provide its services in a customer-oriented, efficient and effective manner driven by experience and the willingness to constantly improve and innovate to meet customers' demands.

II.2.5) **Award criteria**

Quality criterion - Name: Overall management of the ECB operations across buildings / Weighting: 8 %

Quality criterion - Name: Alignment of culinary concept with the ECB's tender specifications/openness and capability to embrace and implement new trends / Weighting: 10 %

Quality criterion - Name: Use of data of catering operations at various stages to improve performance and service quality / Weighting: 7 %

Quality criterion - Name: Combability of proposed SLA/practicality of measures to be operationalised/evidence of caterer's understanding about important and crucial parts of the provision of the services / Weighting: 6 %

Quality criterion - Name: Comprehensiveness, clarity and tailor-made character of proposed dashboard / Weighting: 6 %

Quality criterion - Name: Evidence of proposed measures for positive impact on the ECB's target to address environmental issues/evidence of proactive communication / Weighting: 6 %

Quality criterion - Name: Proposed technical solutions, their feasibility for the ECB and the advantages for the ECB / Weighting: 6 %

Quality criterion - Name: Equipment type, features and alignment with tender specifications / Weighting: 6 %

Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 5 %

Cost criterion - Name: ECB percentage share / Weighting: 15 %

Cost criterion - Name: Prices at catering outlets where staff members do not pay / Weighting: 15 %

Cost criterion - Name: Value of the ECB's minimum share / Weighting: 5 %

Cost criterion - Name: Value of the ECB's maximum share / Weighting: 2 %

Cost criterion - Name: Percentage of sale to public revenue (to be diminished from the total monthly remuneration) / Weighting: 1 %

Cost criterion - Name: One-off implementation cost / Weighting: 2 %

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**

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: [2023/S 020-057166](#)

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

Contract No: PRO-006235

Title:

Provision of Catering Services for the ECB

A contract/lot is awarded: yes

V.2) **Award of contract**

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

27/11/2023

V.2.2) **Information about tenders**

Number of tenders received: 3

The contract has been awarded to a group of economic operators: no

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

Official name: Aramark GmbH

Postal address: Martin-Behaim-Str. 6

Town: Neu-Isenburg

NUTS code: DE71C Offenbach, Landkreis

Postal code: 63262

Country: Germany

The contractor is an SME: no

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

Initial estimated total value of the contract/lot: 70 000 000.00 EUR

Total value of the contract/lot: 70 000 000.00 EUR

V.2.5) **Information about subcontracting**

Section VI: Complementary information

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 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: RFX-PT-2023-000001: PRO-006235 Provision of catering services for the ECB

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 at

<https://www.ecb.europa.eu/ecb/legal/1001/procurement/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: General Court of the European Union
Postal address: Rue du Fort Niedergrunewald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: generalcourt.registry@curia.europa.eu
Internet address: <http://www.curia.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.4.4) **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:**

12/12/2023