

**Germany-Frankfurt am Main: Provision of Staff Info Point and Other Staff Information and Integration Services**

OJ S 49/2024 08/03/2024

**Contract award notice  
Services****Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

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**I.1. Name and addresses**

Official name: European Central Bank  
National registration number: PRO-006327  
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.4. Type of the contracting authority**

European institution/agency or international organisation

**I.5. Main activity**

Economic and financial affairs

**Section II: Object**

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**II.1. Scope of the procurement****II.1.1. Title**

Provision of Staff Info Point and Other Staff Information and Integration Services  
Reference number: PRO-006327

**II.1.2. Main CPV code**

85312300 Guidance and counselling services

**II.1.3. Type of contract**

Services

**II.1.4. Short description**

The ECB has about 5 500 employees and trainees from all over Europe, with only 28 % of German nationality. Most new joiners move to Frankfurt from other European Member States, when taking up the appointment at the ECB. The ECB's working language is English and thus, many ECB staff members do not speak German at all or at a beginner or intermediate level

only. Many new ECB personnel are not familiar with Germany, German infrastructure /authorities, legal requirements when settling into Germany, or the German culture and have a special need for information and support to be able to successfully integrate into their new lives in Frankfurt and at the ECB.

Therefore, the ECB awarded a contractor to provide staff info point services for ECB personnel over the lifecycle of their ECB employment or their temporary assignment to the ECB to facilitate, in particular, the initial months in Frankfurt after arrival.

#### **II.1.6. Information about lots**

This contract is divided into lots: no

#### **II.1.7. Total value of the procurement**

Value excluding VAT: 2 646 216,00 EUR

### **II.2. Description**

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

85312300 Guidance and counselling services

#### **II.2.3. Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance: Frankfurt am Main, GERMANY.

#### **II.2.4. Description of the procurement**

Provision of staff info point and other staff information and integration services shall encompass hands-on support for ECB personnel as well as their families in dealing with local authorities and companies (e.g., registration with local authorities, utility companies, provision of English-speaking contacts), information on local service offers (e.g. expat community in Frankfurt) and on ECB internal service offers. Furthermore, services shall cover supporting the ECB in its dealings with its integration related service providers (e.g. temporary accommodation or childcare) and the provision of other integration related services (e.g. the organisation or coordination of newcomer events).

The ECB awarded a service contract to the tenderer offering the best value for money for a period of 4 years, from 1 April 2024 to 31 March 2026 with the option to extend the contract for up to two additional years. The ECB expects that the contractor will make itself available for a hand-over period as of March 2024.

#### **II.2.5. Award criteria**

Quality criterion - Name: several quality criteria / Weighting: 50

Price - Weighting: 50

#### **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**

Estimated contract value of this framework agreement is EUR 1 720 000 and the maximum value for this framework agreement is EUR 2 650 000.

## **Section IV: Procedure**

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## **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: [2023/S 070-212069](#)

### **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**

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**Contract No:** 1

**Lot No:** 1

**Title:**

Provision of Staff Info Point and Other Staff Information and Integration Services

A contract/lot is awarded: yes

## **V.2. Award of contract**

### **V.2.1. Date of conclusion of the contract**

23/01/2024

### **V.2.2. Information about tenders**

Number of tenders received: 2

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

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

Official name: Service Point GbB

Town: Bad Homburg

NUTS code: DE Deutschland

Country: Germany

The contractor is an SME: yes

### **V.2.4. Information on value of the contract/lot**

Initial estimated total value of the contract/lot: 1 720 000,00 EUR

Total value of the contract/lot: 2 646 216,00 EUR

### **V.2.5. Information about subcontracting**

## **Section VI: Complementary information**

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### **VI.3. Additional information**

This tender procedure was conducted via the ECB's electronic tendering system. The tender procedure was 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 was 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: 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: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.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](mailto:procurement@ecb.europa.eu)

Telephone: +49 6913440

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

### **VI.5. Date of dispatch of this notice**

27/02/2024

