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**Germany-Frankfurt am Main: Provision of an Employee Assistance Programme
2022/S 161-457854**

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: Corina Knapp
E-mail: 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 an Employee Assistance Programme
Reference number: PRO-006474

II.1.2) **Main CPV code**

85312300 Guidance and counselling services

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

ECB looked for a supplier for the provision of a comprehensive employee assistance programme (EAP) for its personnel and further entitled persons/groups. The EAP is aimed at supporting entitled persons with emotional and psychological issues in case of emotionally challenging situations, such as stress at work, burnout, mobbing and harassment, depression, addiction, family/partnership problems, parenting and adolescence, adjustment

difficulties (such as to adverse life situations) and health/psychosomatic issues, as well as anxiety disorders, death, disabilities or other adverse situations in life etc.

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: 1 521 112.00 EUR

II.2) Description

II.2.2) Additional CPV code(s)

85300000 Social work and related services

II.2.3) Place of performance

NUTS code: BE Belgique / België

NUTS code: DE7 Hessen

NUTS code: UK United Kingdom

NUTS code: US United States

Main site or place of performance:

The services will take place:

- (i) remote,
- (ii) face-to-face in the areas where the ECB is located, and
- (iii) on site at ECB premises.

II.2.4) Description of the procurement:

ECB looked for a supplier for the provision of a comprehensive employee assistance programme (EAP) for its personnel and further entitled persons/groups. The EAP is aimed at supporting entitled persons with emotional and psychological issues in case of emotionally challenging situations, such as stress at work, burnout, mobbing and harassment, depression, addiction, family/partnership problems, parenting and adolescence, adjustment difficulties (such as to adverse life situations) and health/psychosomatic issues, as well as anxiety disorders, death, disabilities or other adverse situations in life etc.

Access to the employee assistance programme shall happen via a dedicated website for the ECB with e-mail and online chat functionality and via a toll-free 24/7 worldwide hotline, where entitled users can get access to the following services:

- (A) Remote social counselling services via telephone (or if requested via other remote channels such as chat);
- (B) face-to-face social counselling (i.e. physical meetings) in the areas where the ECB is located (Rhine-Main area, Brussels, Washington, London and future areas in which the ECB might open a representation, e.g. Asia);
- (C) dedicated onsite social counselling services (individuals/groups) via fixed, i.e. named, social counsellors including mediation services at the ECB premises in Frankfurt am Main.

While social counselling under A), B) and C) includes also counselling of colleagues including managers regarding difficult team situations e.g. dealing with unexpected and severe situations (e.g. accidents, death cases, suicide, sickness, harassment, substance abuse/addiction etc.), the ECB has a dedicated separate

management training and coaching offer in place for the general development of job related competencies covering also management and leadership skills and challenges;
(D) hands-on/personal community care assistance services (social worker type support) providing personalised support and local accompaniment regarding the German social benefit and health system and social health related authorities in the Rhein-Main area.
Furthermore, the successful provider shall provide the following upon request:
— crisis intervention and support services including trauma counselling and emotional first aid services at the ECB premises in case of major crises (e.g. terror attack or onsite suicide cases) at the ECB; and/or
— moderate remembrance events; and/or
— for wellbeing related presentations, health promotions, preventative measures, trainings, and workshops.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of the tender / 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**

The maximum value of this procurement is EUR 1 977 445.

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 245-642522](#)

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:

Call for Expression of Interest Regarding the Provision of an Employee Assistance Programme

A contract/lot is awarded: yes

V.2) **Award of contract**

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

26/07/2022

V.2.2) **Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 1
The contract has been awarded to a group of economic operators: no

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

Official name: INSITE – Interventions GmbH
Town: Frankfurt
NUTS code: DE Deutschland
Country: Germany
The contractor is an SME: yes

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

Total value of the contract/lot: 1 145 248.60 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>).

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: General Court
Postal address: rue du Fort Niedergrünwald
Town: Luxembourg
Postal code: L-2925
Country: Luxembourg
E-mail: generalcourt.registry@curia.europa.eu
Telephone: +352 43031
Internet address: <http://www.curia.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

Official name: European Ombudsman
Postal address: 1 avenue du Président Robert Schuman
Town: Strasbourg
Postal code: 67001
Country: France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:
Not applicable.

VI.4.4) **Service from which information about the review procedure may be obtained**

Official name: Central Procurement Office
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:**
11/08/2022