

**ECB - removal of ECB staff members on appointment and termination of service (D-Frankfurt-on-Main)**

**2008/S 29-038098**

**Contract notice**

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s):**

European Central Bank, attn: Ezequiel Gomez, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44-8587. Fax (49-69) 13 44-7110. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu).

**Internet address(es):**

General address of the contracting authority (URL): [www.ecb.europa.eu](http://www.ecb.europa.eu).

**Further information can be obtained from:**

the above-mentioned contact point(s).

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:**

the above-mentioned contact point(s).

**Tenders or requests to participate must be sent to:**

the above-mentioned contact point(s).

**I.5) Type of the contracting authority and main activity or activities:**

European institution/agency or international organisation.

The contracting authority is purchasing on behalf of other contracting authorities: no.

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

Removal of ECB staff members on appointment and termination of service.

**II.1.2) Type of contract and location of works, place of delivery or of performance:**

Services.

Service category No 2, 22.

Main place of performance:

Frankfurt/Main and worldwide National Central Banks of the ESCB.

NUTS code DE 712.

**II.1.3) The notice involves:**

The establishment of a framework agreement.

**II.1.4) Information on framework agreement:**

Framework agreement with a single operator.

Duration of the framework agreement: 4 years.

**II.1.5) Short description of the contract or purchase(s):**

The ECB is searching for a good quality, and reliable world wide removal company (hereinafter 'Provider') who will deal with door-to-door removals from ECB staff members (and their families) on appointment and termination of service. The selected provider will deal with home removals (possibly including 1–2 vehicles and pets), to and from the European Central Bank (in D-Frankfurt-on-Main), mainly in Europe, however, some will

occur further afield, hence the need for access to international removal partners. The contract will also cover removals to and from the ECB permanent representation in Washington DC. The contractor is expected to deal directly with each ECB staff member requiring the services via telephone, email and in person, at least in fluent English. A tracking system providing immediate information on the status of the individual's removal, ideally via Internet access, is also required.

II.1.6) **Common procurement vocabulary (CPV):**

60122150, 74513000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**

Yes.

II.1.8) **Division into lots:**

No.

II.1.9) **Variants will be accepted:**

No.

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

It is envisaged that an average of, 35 staff members will annually move from anywhere in the world (mainly from within the EU) to D-Frankfurt-on-Main and 25 from D-Frankfurt-on-Main to anywhere in the world, mainly within the EU.

II.2.2) **Options:**

No.

II.3) **Duration of the contract or time-limit for completion:**

Duration: 48 months from the award of the contract.

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

No deposit is required, but where applicable, the successful tenderer (or in the case of a successful consortium bid, each member of the consortium) may be required to provide a parent-company guarantee.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**

Method of payment will be in accordance with the terms and conditions of the contract.

III.1.3) **Legal form to be taken by the grouping of economic operators to whom the contract is to be awarded:**

Subcontracting is permitted. Tenderers must state clearly in their tenders which parts will be subcontracted. The names of the subcontractor companies must be clearly stated in the tenders.

The establishment of a temporary grouping of companies is allowed. In the application, all the members of the temporary grouping must declare in writing that:

- (i) in case of an order they will provide all services as a temporary grouping; and
- (ii) all the members will have joint and several liability for the performance of the contract;
- (iii) a single legal entity shall represent the whole grouping.

The parts of the services that will be performed by the individual companies shall be specified.

III.1.4) **Other particular conditions to which the performance of the contract is subject:**

No.

III.2) **Conditions for participation**

**III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:**

Information and formalities necessary for evaluating if requirements are met:

candidates wishing to bid must provide information (including that indicated below) by requesting the ECB's application form to the address indicated in I.1 above, and submitting it complete to the ECB by the date indicated in IV.3.4 below.

- a) Full company name, business address and registered address (if different) and registration number;
- b) all requested information must be returned in hard copy format by the date indicated in IV.3.4 below. In addition an electronic version of the complete application shall be submitted in the form of a CD-ROM.

**III.2.2) Economic and financial capacity:**

Information and formalities necessary for evaluating if requirements are met:

a. economic capacity.

Minimum level(s) of standards possibly required (if applicable):

candidates must submit the following information and documents with their request to participate, so that their minimum economic capacity can be assessed:

- a) statement as to annual turnover in the past 3 financial years for services similar to those required in this invitation to tender. To be eligible, companies must have an average annual turnover of at least EUR 1 200 000 during the last 3 years for similar services;
- b) balance sheets for the past 3 financial years must be supplied with the statement of annual turnover, or else other supporting documents;
- c) documentation that demonstrates social security contributions and taxes, pursuant to the laws of the country in which the company is established, have been paid.

**III.2.3) Technical capacity:**

Information and formalities necessary for evaluating if requirements are met:

- a) resource availability;
- b) level of qualifications, certifications, affiliations;
- c) experience in providing similar services to multinational institutions comparable to the ECB;
- d) customer service approach and methodology;
- e) English language skills.

Minimum level(s) of standards possibly required (if applicable) — the requirements below apply also for potential subcontractors or member companies of temporary groupings:

- a) candidates shall demonstrate to have sufficient staff and infrastructure to deliver the services and cover for potential peaks throughout the lifetime of the contract;
- b) applicants shall inform about the quality management systems in place at their companies, and whether they hold any kind of quality certification (ISO or equivalent);
- c) applicants shall provide a list of principal contracts performed and completed over the past 3 years which were similar to the services required (including world wide removals). Applicants shall specify, for each contract mentioned, the values, dates and names and particulars of the public or private recipients involved. Furthermore, for the 3 principal contracts carried out, candidates must provide detailed information on the nature of said services and the quantity thereof;
- d) applicants shall provide an outline description of the methodologies and models of best practice in customer service in place in their companies (including subcontractors and/or joint venture partners);
- e) applicant companies shall provide the names of at least 2 persons with fluent English skills, available to perform this contract. In addition, other EU languages offered within the company should be mentioned and

would be considered an advantage. This is particularly important for the staff that will deal directly with ECB staff members.

III.2.4) **Reserved contracts:**

No.

III.3) **Conditions specific to service contract**

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

Yes.

**Section IV: Procedure**

IV.1) **Type of procedure:**

Negotiated.

Candidates have already been selected: no.

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate:**

Objective criteria for choosing the limited number of candidates: applications shall be scored, ranked and selected based upon the information they provide in response to sections III.1, and III.2 of this contract notice.

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue:**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated: yes.

IV.2) **Award criteria**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of the criteria stated below:

1. quality; weighting: 50 %;
2. total cost; weighting: 50 %.

IV.2.2) **An electronic auction will be used:**

No.

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

5310/H/RCO/2007.

IV.3.2) **Previous publication(s) concerning the same contract:**

No.

IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document:**

Time-limit for receipt of requests for documents or for accessing documents:

28.2.2008 (12:00).

Payable documents: no.

IV.3.4) **Time-limit for receipt of tenders or requests to participate:**

10.3.2008 (12:00), CET.

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up:**

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender:**

Duration: 6 months from the date stated for receipt of tenders.

IV.3.8) **Conditions for opening tenders:**

Tenders shall be opened shortly after the deadline for receipt of tenders has expired, at the address in I.1.  
Persons authorised to be present at the opening of tenders: no.  
Staff of the ECB only.

**Section VI: Complementary information**

VI.1) **This is a recurrent procurement:**

No.

VI.2) **Contract related to a project and/or programme financed by Community funds:**

No.

VI.3) **Additional information:**

The candidates shall submit their applications using the application form mentioned under III.2.1 above.  
The tender procedure will be concluded in accordance with the ECB procurement framework under the principles of transparency, equal access, publicity, and equal treatment, with the overall objective to obtain best value for money for the ECB.

The ECB procurement framework is detailed in the 'Decision of the European Central Bank of 3.7.2007 laying down the Rules on Procurement (ECB/2007/5 — 2007/497/EC)' which has been published in the OJ L 184, 14.7.2007, 34 and on the ECB's web site (<http://www.ecb.europa.eu/ecb/proc/tenders/html/index.en.html>).

The contract shall be governed by and interpreted under German civil law.

The ECB reserves the right not to make any award and reserves the right to accept all or part of any tender unless the tenderer expressly stipulates otherwise in their tender. The ECB reserves the right to disqualify any applicant who provides information which proves to be incorrect.

The ECB will not be liable for any costs, nor shall it reimburse any expenses or losses that tenderers may incur in connection with the submission of their proposals. Proposals received will not be returned and will remain the property of the ECB.

Applications shall be delivered, sealed in an envelope, not bearing any indication of the tenderer on the envelope, or in the franking, clearly marked with the contract name and addressed as in I.1 above, so as to arrive no later than the date and time specified in IV.3.4 above.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures:**

European Central Bank, Procurement Review Body, c/o Central Procurement Body, Kaiserstraße 29, D-60311 Frankfurt-on-Main. Tel. (49-69) 13 44 -8587. Fax (49-69) 13 44-7110. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu).  
URL: [www.ecb.europa.eu](http://www.ecb.europa.eu).

VI.4.2) **Lodging of appeals:**

Precise information on deadline(s) for lodging appeals:  
appeals must be received by the ECB within 15 days of the service provider receiving notification of the award decision.

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

31.1.2008.