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**Germany-Frankfurt-on-Main: ECB - Provision of childcare mediation services  
2013/S 248-431833**

**Contract award notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

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

European Central Bank  
Kaiserstraße 29  
For the attention of: Ms Ellinoora Peltonen  
60311 Frankfurt-on-Main  
GERMANY  
Telephone: +49 6913440  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 6913447110

**Internet address(es):**

General address of the contracting authority: <http://www.ecb.europa.eu>

**I.2) Type of the contracting authority**

European institution/agency or international organisation

**I.3) Main activity**

Economic and financial affairs

**I.4) Contract award on behalf of other contracting authorities**

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**

Provision of childcare mediation services.

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

Services  
Service category No 27: Other services  
Main site or location of works, place of delivery or of performance: Frankfurt-on-Main, Germany.  
NUTS code DE712

**II.1.3) Information about a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4) Short description of the contract or purchase(s)**

Provision of childcare mediation services for the staff of the European Central Bank (ECB).  
The ECB is seeking through this open procedure a supplier for the provision of childcare mediation services and intends to award a contract (the 'contract') to the supplier offering the best value for money.

The ECB in Frankfurt employs over 1 650 staff representing 27 European countries. Many of the staff members have relocated to Frankfurt specifically for their employment at the ECB, often bringing with them young families. In addition, new tasks of the ECB are likely to increase the number of families needing advice. These families require assistance in settling into a new city, and for most of them a new country as well. Therefore, it is an absolute priority for these ECB staff members (and their partners), to have access to appropriate and reliable advice on how to organise their childcare, in the language they can understand. Since 2006, the ECB has offered supportive services to its divergent staff group in the area of work/life balance. The childcare 'mediation service' was introduced to enable staff to make the best possible decisions on their future childcare needs and also to meet the needs of sporadic unplanned short-term emergency childcare requirements.

In order to continue to achieve this objective, the ECB wishes to establish a new service contract for the provision of 'childcare mediation services' for the use of ECB staff and their partners. This will enable ECB staff or their partners to contact a service where they can discuss their particular childcare needs in English and German (other EU languages will be an asset) and find a workable solution using the resources, networks and skills of the contract provider. The ECB envisages to award 1 service contract that will enter into force in September 2013 for the period of 24 months with the possibility for 2 consecutive contract extensions of 12 months each.

Based on the data of the previous service contract for childcare 'mediation service', the ECB estimates that there will be about 2 childcare-related enquiries per week, some of which will require several hours of mediation time, others will be dealt with in a matter of minutes. This estimation cannot be considered as a commitment on the size of the potential contract, and it merely reflects the experience in the past years.

The childcare mediation services requests may contain different inquiries, e.g.:

- to find a long-term childminder (full-time or part-time),
- to find an emergency childminder who should be available on the same day of the inquiry, thus, freeing up the parent to go to work on that day, and
- from the ECB staff member who does not know what his/her specific needs are at the time of making the first contact with the service provider, i.e. looking for an advice and guidance from an expert in the field.

II.1.5) **Common procurement vocabulary (CPV)**

85300000, 85312000, 85312300, 85312100, 85312110, 85310000

II.1.6) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

**Section IV: Procedure**

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.2) **Award criteria**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of

1. Price. Weighting 40
2. Quality. Weighting 60

IV.2.2) **Information about electronic auction**

An electronic auction has been used: no

IV.3) **Administrative information**

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

25592/H/RCO/2013.

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

no

**Section V: Award of contract**

Contract No: 25592/H/RCO/2013

Lot title: Provision of childcare mediation services

V.1) **Date of contract award decision:**

15.8.2013

V.2) **Information about offers**

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

pme Familienservice GmbH  
Mainzer Landstraße 46  
60325 Frankfurt-on-Main  
GERMANY

V.4) **Information on value of contract**

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: no

**Section VI: Complementary information**

VI.1) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.2) **Additional information:**

VI.3) **Procedures for appeal**

VI.3.1) **Body responsible for appeal procedures**

Procurement Review Body of the ECB, c/o Legal Advice Team, European Central Bank  
Kaiserstraße 29  
60311 Frankfurt-on-Main  
GERMANY

E-mail: [legaladviceteam@ecb.europa.eu](mailto:legaladviceteam@ecb.europa.eu)

Telephone: +49 69134400

Fax: +49 6913446886

**Body responsible for mediation procedures**

The European Ombudsman  
1 avenue du Président Robert Schuman, CS 30403  
67001 Strasbourg  
FRANCE

VI.3.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of the ECB procurement rules (see Section VI.3) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers.

Further requirements are outlined in Article 33 of the ECB procurement rules (see Section VI.3).

The complaint to the European Ombudsman does not affect the submission deadline nor does it create a new deadline by which complaints can be submitted.

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

11.12.2013