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**Germany-Frankfurt am Main: Provision of Switchboard, Facility
Management Service Desk and Meeting Coordination Services
2020/S 202-486907**

Contract notice

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: Central Procurement Office
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.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted electronically via: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Tenders or requests to participate must be submitted to the abovementioned address

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 Switchboard, Facility Management Service Desk and Meeting Coordination Services
Reference number: PRO-005801

II.1.2) Main CPV code

72514100 Facilities management services involving computer operation

II.1.3) Type of contract

Services

II.1.4) **Short description:**

The ECB intends to use a negotiated tender procedure to conclude one contract for the provision of 'Managed Services' for the ECB's Switchboard, Facility Management (FM) Service Desk and Meeting Coordination. The envisaged contract duration shall be 3 years with a possible extension of another 12 months. (4 years in total). The envisaged contract start is in March 2021. The services will be delivered for all ECB premises, mainly for the three premises of the ECB in Frankfurt am Main:

- the Main Building (MB) on Sonnemannstrasse 20,
- the Eurotower (ET) on Kaiserstrasse 29 and
- the Japan Center (JC) at Taunustor 2.

II.1.5) **Estimated total value**

Value excluding VAT: 8 720 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

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

64214200 Telephone switchboard services
79993100 Facilities management services
75112000 Administrative services for business operations

II.2.3) **Place of performance**

NUTS code: DE7 HESSEN

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

The services shall comprise of the following services:

— switchboard and Facility Management (FM) Service Desk as a Managed Service, according to set standards and service levels. Both are key functions within the Directorate Administration as the service has a high reputational impact through internal and external callers. The Switchboard is the first point of contact for internal and external callers.

The FM Service Desk provides the internal customers with a first level support for a wide range of services, such as technical, infrastructural and commercial facility management services.

The Switchboard and FM Service Desk will be located in one of the ECB's premises in Frankfurt am Main. The Switchboard and FM Service Desk currently operate during extended working hours from 7.30 to 19.30 h which requires operation in shifts. Services may also be requested outside regular service hours, on weekends or public holidays.

— telephone switchboard — accept and transfer of incoming external or internal telephone calls in English and German,

— FM service desk — provide the onsite first level telephone FM support for all kind of FM services: Acceptance and registration of tickets in the Computer Aided Facility Management (CAFM) system, currently Planon system, of all requests that are received by phone, e-mail or via the self-service portal. Monitoring and reporting of service provider performance. Manage, track and escalate customer complaints,

— booking of meeting rooms and services — Manage the ECB's in-house meeting facilities and coordinate the services related to conferences and meetings. This is a key function for the ECB as this service has a high reputational impact through the involvement of internal and external meeting participants. Manage the booking of the in-house meeting facilities (currently performed with the CAFM software) including the coordination of catering, audio-media and furniture set up services through in-house contractors of the ECB. Manage meeting

amendments and optimize meeting bookings according to priorities, requested locations and specifications. Provide and manage the online registration service for meeting and conference participants,
— administrative support services — provide any other administrative task related to facility management services such as management of faxes, handling of Lost and Found items, handling of cleared items (such as from lockers and relocation activities) as well as received gifts, provision of support for customer application, distribution of meal vouchers, IT testing activities, etc.,
— coordination of conferences and events (optional services) — advise on and coordination of the services required for target group specific conferences, meetings and other activities mainly held in-house at the ECB's premises. Conduct a regular meeting planning exercise with the business areas to plan all activities for the forthcoming year and provide a report to the ECB. Advising the client on conference and meeting management services (such as rooms and layouts), check the feasibility of requests and suggest alternatives and improvements as appropriate,
— validation of business travel expense claims (optional services) — validate business travel expense claims of the ECB travelers in line with the ECB travel rules. Should the ECB decide to exercise its option, the service provider shall provide dedicated English speaking members of staff responsible for this administrative task.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 8 720 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The ECB may extend the contract by 12 months upon satisfactory performance, the total contract duration shall not exceed 48 months.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

Objective criteria for choosing the limited number of candidates:

Among the candidates meeting the minimum requirements, the ECB shall select those which best meet the selection criteria based on the submitted reference projects/contracts. Please see the tender documentation for more details.

II.2.10) **Information about variants**

Variants will be accepted: no

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 III: Legal, economic, financial and technical information

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As stated in the procurement documents.

- III.1.2) **Economic and financial standing**
Selection criteria as stated in the procurement documents
- III.1.3) **Technical and professional ability**
Selection criteria as stated in the procurement documents

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.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**
Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated
- IV.1.5) **Information about negotiation**
The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations
- 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.2.2) **Time limit for receipt of tenders or requests to participate**
Date: 09/11/2020
Local time: 12:00
- IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**
Date: 23/11/2020
- IV.2.4) **Languages in which tenders or requests to participate may be submitted:**
English
- IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**
Duration in months: 6 (from the date stated for receipt of tender)

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about electronic workflows**
Electronic invoicing will be accepted
- 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. You must submit your application via the ECB's electronic tendering system as further instructed in the application documentation.

The system reference number for the above procurement is: RFX-PT-2020-000067: Switchboard, FM Service Desk and Meeting

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 endeavors 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 Organization 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 ECB Decision 2016/2 laying down the Rules on Procurement (as amended), available on the ECB website at <https://www.ecb.europa.eu/ecb/legal/1001/procurement/html/index.en.html>.

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
Telephone: +49 6913440
Fax: +49 6913446886
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 ECB Decision 2016/2 laying down the Rules on Public Procurement. 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 c/o Legal Advice Team
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:**

06/10/2020