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**Germany-Frankfurt am Main: Provision of Mobile Communication Services (SIM Card and Related Services)  
2023/S 050-145546**

**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: Frank Elis  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Telephone: +49 6913440

**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 Mobile Communication Services (SIM Card and Related Services)  
Reference number: PRO-008289

**II.1.2) Main CPV code**

64212000 Mobile-telephone services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

I) Provision of mobile voice and data communication services including:

A) access to cellular voice and data services with global and especially European coverage;

B) Delivery and support of SIM cards (physical SIM and digital SIM (eSIM));

C) usage reporting;

D) replacement and migration of the current ECB SIM cards and associated required services (both voice and data);

E) cellular In-house network coverage (Install, operate and maintain respective mobile phone transmission technology (usually called 'base stations') within ECB premises);

II) Provision of managed SIM card services:

The services to be provided on-site mainly at two ECB premises in Frankfurt am Main area, and on demand in the ECB's office recovery site which is also located Frankfurt;

III) Provision of consultancy services related to mobile communication;

IV) Provision of transition services.

The ECB foresees to establish a framework agreement: initial duration of two years with the possibility for 2 x 12 months extension.

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: 4 000 000.00 EUR

II.2) **Description**

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

64210000 Telephone and data transmission services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Sonnemannstraße 22, 60314 Frankfurt am Main, GERMANY.

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

The ECB uses approximately 6 425 SIM cards.

Mobile communication services

The framework contract will cover:

- provisioning of SIM cards (physical and digital (eSIM)) for voice and data usage in smartphones, mobile phones, tablets, notebooks etc. in all market standard sizes;
- provision of one-off priority access according to Paragraph 6 Abs. 1 and Paragraph 6 Abs. 2 No. 9 of the German 'Post- und Telekommunikationssicherstellungsgesetz' (Postal and Telecommunications Services Act) PTSG dated 24.3.2011, for all ECB SIM cards on a per SIM card basis. (<https://www.bundesnetzagentur.de/>

[EN/Areas/Telecommunications/Companies/ServiceProviderObligation/PublicSafety/SecuringProvisionTC/SecuringProvisionTC-node.html](#))

- enable in-house mobile phone (mobile telephony and data communication) coverage within all the ECB premises at excellent levels. Please refer to Chapter 2.9 for further details;
- mobile voice communication services for physical and digital (eSIM) SIM cards.

The latter comprises:

- mobile-to-any voice and SMS/MMS communications from an ECB mobile number located anywhere in the world to any phone number in the world;
- inbound voice and SMS/MMS communications to an ECB mobile number located anywhere in the world from any phone number in the world;
- Wi-Fi-calling communications from any ECB mobile number located anywhere in the world in case the relevant device is connected to Wi-Fi;
- mailbox announcements available in English (mandatory) and other languages (i.e. German);
- mobile data communications to/from an ECB mobile number located anywhere in the world. The mobile device can be a mobile phone, smart phone, tablet, a laptop (with a modem card) or any mobile device equipped with a SIM card and/or eSIM possibility;
- replacement and migration of the current ECB SIM cards/eSIMs and associated required services (voice and data);
- hotline services to provide support to the authorized ECB staff during 365 days / 24 hours via telephone (authorisation via 'customer password');
- reporting services;
- provision of and access to a Telecom Expense Management portal;
- invoicing services;
- on request of the ECB blocking dedicated premium rate lines (i. e. 0190-XXX etc.) for all or specific SIM cards. The ECB may also request to block specific services (i.e. charges/payments, etc.) provided by dedicated premium rate lines.

Managed sim card services

The contractor shall provide managed SIM card services in the ECB's premises. In normal operations the service is to be provided within two ECB office locations in Frankfurt am Main.

On request of the ECB, the service is to be provided in the ECB office recovery site (ORS), either in addition to the two normal locations or only in the ORS.

The current two office locations for managed SIM card services are:

A) main building: Sonnemannstrasse 20, 60314 Frankfurt am Main, GERMANY;

B) Eurotower: Kaiserstrasse 29, 60311 Frankfurt am Main, GERMANY.

The ECB retains the rights to change the locations according to internal requirements.

Consultancy services related to mobile communications

On request, the contractor shall provide consultancy services related to mobile communications for the provisioning, problem determination and/ or further development of SIM card related services.

Transition services

On request, the contractor shall provide transition services related to the SIM cards and the related management services:

- (i) at the beginning of the contract from the current to this new tendered service provider (including porting); and
- (ii) at the end of the contract in order to allow for seamless service provisioning with a tendered new service provider (including porting).

The same services specifically listed in the procurement documentation may be requested by the ECB or on behalf of the ECB by a third party (e.g. managed service provider) duly authorised by the ECB.

Further details are specified in the procurement documentation available online.

II.2.5) **Award criteria**

Quality criterion - Name: Quality of the tender / Weighting: 40

Price - Weighting: 60

II.2.11) **Information about options**

Options: yes

Description of options:

As stated in the procurement documents.

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 IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Open procedure

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: [2022/S 145-410969](#)

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:**

Provision of Mobile Communication Services (SIM Card and Related Services)

A contract/lot is awarded: yes

V.2) **Award of contract**

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

07/02/2023

V.2.2) **Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 0

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: 2

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

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

Official name: Telekom Deutschland GmbH  
National registration number: Germany, Bonn District Court, HRB 5919  
Postal address: Hahnstraße 43 d  
Town: Frankfurt am Main  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Postal code: 60528  
Country: Germany  
The contractor is an SME: no

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

Total value of the contract/lot: 4 000 000.00 EUR

V.2.5) **Information about subcontracting**

The contract is likely to be subcontracted

Short description of the part of the contract to be subcontracted:

Dreger IT GmbH, Hanauer Landstrasse 182 a, D- 60314 Frankfurt: SIM-Card Management, on-siteservices for the ECB

DATANET Gesellschaft für Entwicklung und Vertrieb von Hard und Software m.b.H. (short form DATANET GmbH) Hardtbrücke 7-13, D-53902 Bad Münstereifel: Reporting and Ordering services based on the DATANET's CTR-Platform

**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>.

The total value of the procurement and contract indicated in Section II.1.7) and Section V.2.4) are an indicative non-binding spending estimate at the time of contract award.

The actual value of the contract may differ and will be determined by actual business needs.

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: [LegalServices@ecb.europa.eu](mailto:LegalServices@ecb.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:**

28/02/2023