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**Germany-Frankfurt am Main: Provision of Relocation Services in Frankfurt am Main  
2023/S 060-179203**

**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: Natascha Graff  
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.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 Relocation Services in Frankfurt am Main  
Reference number: PRO-009266

**II.1.2) Main CPV code**

98392000 Relocation services

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

The ECB is seeking two suppliers for the provision of services in relation to relocation of staff members to the Frankfurt am Main area. The services shall include (but not be limited to): general housing information via a website and in printable format, consultancy services for staff members to find suitable rental housing, individual housing search based on questionnaires and/or interviews. The two contracts will be awarded in ranking scheme (cascade).

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

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

The framework contracts will cover:

- the production and regular updates of one general information leaflet;
- the production and regular update of one relocation brochure;
- the production of four newsletters;
- the opening and maintenance of a website;
- up to four presentations on the Frankfurt housing market;
- the provision of a telephone hotline;
- any other fix or recurring charges directly linked to the provision of the services described above; and
- the provision of up to 480 individual house searches, for the maximum contract duration of 4 years and as a total maximum for both contracts.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality of the proposed services / Weighting: 50

Cost criterion - Name: Cost of the proposed services / Weighting: 50

II.2.6) **Estimated value**

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

Duration in months: 48

This contract is subject to renewal: no

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**

Instead of publishing an estimated value under Chapter II.1.5) the ECB has published the maximum scope and volume of the contracts under Chapter II.2.4).

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

III.1) **Conditions for participation**

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
- III.2) **Conditions related to the contract**
- III.2.3) **Information about staff responsible for the performance of the contract**  
Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

#### **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  
Framework agreement with several operators  
Envisaged maximum number of participants to the framework agreement: 2
- 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: 28/04/2023  
Local time: 12:00
- IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**
- IV.2.4) **Languages in which tenders or requests to participate may be submitted:**  
English
- IV.2.7) **Conditions for opening of tenders**  
Date: 28/04/2023  
Local time: 14:00  
Information about authorised persons and opening procedure:  
Date indicated above is the first available date for opening.

#### **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/tender. You must submit your application/tender via the ECB's electronic tendering system as further instructed in the application/tender documentation.

The system reference number for the above procurement is: RFX-PT-2023-000019: PRO-009266-Relocation services

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](mailto: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 endeavours 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 Organisation 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 Decision ECB/2016/2 laying down the rules on procurement (as amended), available 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  
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:**

13/03/2023