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**ECB - multi-source (360^o) feedback exercise for managers
within the European Central Bank (D-Frankfurt-on-Main)**

2010/S 108-163020

Contract notice

Section I: Contracting authority

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

European Central Bank, attention: Javier Insa, Kaiserstraße 29, 60311Frankfurt-on-Main, GERMANY. Tel. +49 691344-8845. Fax +49 691344-7110. E-mail: procurement@ecb.europa.eu

Internet address(es):

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

Further information can be obtained at:

As in abovementioned contact point(s).

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

As in abovementioned contact point(s).

Tenders or requests to participate must be sent to:

As in abovementioned contact point(s).

I.2) 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:

Multi-source (360^o) feedback exercise for managers within the European Central Bank.

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

Services.

Service category: No 11.

Main place of performance: ECB, Frankfurt-on-Main, GERMANY.

NUTS code: DE712.

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: duration in years: 4 years both for lot 1 and lot 2.

Estimated total value of purchases for the entire duration of the framework agreement:

Range: between 100 000 EUR and 225 000 EUR.

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

The European Central Bank (ECB) is looking for a supplier to provide a tailor-made multi-source feedback (360°) ('MSF questionnaire'; lot 1). The ECB is also looking for a supplier to provide an IT platform for a given multi-source feedback questionnaire including (backtracking) reports and other related deliverables and services (lot 2).

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

79400000, 79414000, 79633000, 72200000, 72212450.

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

Yes.

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

Yes.

Tenders should be submitted for: 1 or more lots.

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

Yes.

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

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

For lot 1:

the MSF questionnaire (360°) concept shall exclusively be designed for the ECB, based on the requirements of the HR Policies and Staff Relations division of the ECB and on the basis of the ECB behavioural competencies and values (the latter are published on the ECB Internet) by 15.1.2011. During the term of the framework agreement, the supplier shall also provide adjustments to the questionnaire and consultancy services, in particular to the reports design. The intellectual property rights relating to the MSF questionnaire (360°) and possible adjustments shall be exclusively granted to the ECB.

For lot 2:

following the above, the ECB shall provide the MSF questionnaire to the successful supplier for lot 2. The designed MSF questionnaire (360°) shall be implemented on a provider's IT platform/server. Running the survey shall take place for ECB managers on a yearly rotation basis; in particular the first half shall be assessed in 1 year and the second half in the following year.

This supplier shall provide collection/compilation of feedback, reports design and (backtracking) reports including analysis for the different recipients, in particular individual managers, human resources and coaches. If necessary, further adjustments to the IT platform and/or MSF questionnaire or consultancy services, in particular to the reports design, shall be provided.

II.2.2) **Options:**

No.

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

Starting: 1.11.2010.

Completion: 31.10.2014.

Information about lots

Lot No 1

Title: 'Multi-source feedback (360°) questionnaire'

1) **Short description:**

The European Central Bank (ECB) is looking for a supplier to provide a tailor-made multi-source feedback (360°) ('MSF questionnaire'). The MSF questionnaire (360°) shall be based on the requirements of the HR Policies and Staff Relations division of the ECB and on the basis of pre-defined behavioural competencies and taking into account the ECB values (as published on the ECB Internet) by 15.1.2011. During the term of the framework agreement, the supplier shall also provide adjustments to the questionnaire and consultancy services, in particular to the reports design. The intellectual property rights relating to the MSF questionnaire (360°) and possible adjustments shall be exclusively transferred to the ECB.

- 2) **Common procurement vocabulary (CPV)**
79400000, 79414000, 79633000.
- 3) **Quantity or scope**
- 4) **Indication about different date for duration of contract or starting/completion:**
Starting: 1.11.2010.
Completion: 31.10.2014.

Lot No 2

Title: 'Multi-source feedback (360°) IT platform'

- 1) **Short description:**
The European Central Bank (ECB) is looking for a supplier to provide an IT platform for implementing and running a given multi-source feedback (360°) ('MSF questionnaire') and to provide related deliverables and services.
- 2) **Common procurement vocabulary (CPV):**
72200000, 72212450, 79400000, 79414000, 79633000.
- 3) **Quantity or scope:**
Based on the designed MSF questionnaire (360°) made available by the ECB, the supplier shall programme, adjust the supplier's IT platform/server to the ECB colour scheme, logo and images and implement the MSF questionnaire (360°) on the supplier's IT platform/server. Conducting the MSF exercise shall take place for ECB managers on a yearly rotation basis; in particular the first half shall be assessed in 1 year and the second half in the following year.
This supplier shall provide collection/compilation of feedback, reports design and (backtracking) reports inclusive analysis for the different receivers (e.g. individual managers, human resources and coaches). The reports and analysis shall be developed in collaboration with HR.
If necessary, further adjustments or consultancy services shall be provided during the term of the framework agreement.
- 4) **Indication about different date for duration of contract or starting/completion:**
Starting: 1.11.2010.
Completion: 31.10.2014.

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:**
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 supplies and/or 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 participate must provide information (including that indicated below) by requesting in writing, and completing the ECB's tender submission form from the address in I.1 above. The completed tender submission form must be returned in paper copy format 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.
- III.2.2) **Economic and financial capacity:**
Information and formalities necessary for evaluating if requirements are met:
a. professional risk indemnity insurance and third party/civil liability insurance;
b. balance sheets or extracts from balance sheets for at least the last 3 financial years;
c. statement of the annual overall turnover during the last 3 years and statement of the annual turnover concerning the services or supplies to be covered by the contract, during the last 3 financial years.
- III.2.3) **Technical capacity:**
Information and formalities necessary for evaluating if requirements are met:
a) quality assurance standards;
b) total average number of staff and average number of staff responsible for contracts similar to the contract tendered by the ECB;
c) similar reference contracts that your company has performed during the past 5 years.
Minimum level(s) of standards possibly required:
5 similar reference contracts that your company has performed during the past 5 years. At least 3 of them have to be from the financial sector or non-profit/public sector and at least 2 for different staff profiles in 1 organisation. Contracts in a multicultural or international organisation would be especially appreciated.
- III.2.4) **Reserved contracts:**
No.
- III.3) **Conditions specific to services contracts**
- 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**

IV.1.1) **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:**

Envisaged number of operators: 5.

Objective criteria for choosing the limited number of candidates:

Economic and financial capacity (15 %):

a. professional risk indemnity insurance and third party/civil liability insurance (5 %);

b. balance sheets or extracts from balance sheets for at least the last 3 financial years (5 %);

c. statement of the annual overall turnover during the last 3 years and statement of the annual turnover concerning the services or supplies to be covered by the contract, during the last 3 financial years (5 %).

Technical capacity (85 %):

a. quality assurance standards (20 %);

b. total average number of staff and average number of staff responsible for contracts similar to the contract tendered by the ECB (15 %);

c. similar reference contracts that your company has performed during the past 5 years (50 %).

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: no.

IV.2) **Award criteria**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document.

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:**

13879/H/PSR/2010.

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

No.

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

Payable documents: no.

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

13.7.2010 (12:00).

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 in months: 6 (from the date stated for receipt of tender).

IV.3.8) Conditions for opening tenders:

Place: 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: yes.

Members of staff of the ECB only.

Section VI: Complementary information**VI.1) This is a recurrent procurement:**

No.

It is expected that this will be a recurrent procurement, and if required, further notices shall be published prior to the termination of any new contract that results from this procurement exercise.

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

No.

VI.3) Additional information:

The ECB will award framework agreements both for lot 1 and lot 2, which are to be governed by and interpreted under German civil law.

The deadline for questions or requests for clarification relating to the invitation to tender from tenderers shall be 6 days prior to the deadline for receipt of tenders.

Tenders and all supporting documents must be priced in euros and all contract payments will be made in euros.

Tenderers will find details of the acceptability of submitting alternative offers in the invitation to tender document.

All communications, discussions and meetings will be conducted in English and no interpretation facilities will be provided. Tenderers are also informed that presentations, interviews, and/or site visits may be required to confirm information contained in their offers.

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.

Tenders 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.

Tenders may be rejected if the required information is not provided in the stated format at the time of tendering.

It is the responsibility of tenderers to ensure that their tender is delivered not later than the deadline indicated in IV.3.4 above. The ECB may consider any tenders received after that time. Tenders received in electronic format, or by facsimile will not be considered.

VI.4) Procedures for appeal**VI.4.1) Body responsible for appeal procedures:**

European Central Bank — Central Procurement Office, Kaiserstraße 29, 60311 Frankfurt-on-Main, GERMANY.

Tel. +49 691344-8845. Fax +49 691344-7110. E-mail: procurement@ecb.europa.eu Internet: [http://](http://www.ecb.europa.eu)

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VI.5) Date of dispatch of this notice:

2.6.2010.