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**Germany-Frankfurt am Main: ECB - Provision of Real Estate and Space Management Services
2020/S 001-000010**

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
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.2) Information about joint procurement

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 Real Estate and Space Management Services
Reference number: PRO-004623

II.1.2) Main CPV code

70000000

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB is seeking interested parties to participate in a negotiated tender for the provision of real estate and space management related services for its offices in the Rhein-Main area of Germany. The tender shall be broken down into 3 separate lots:

Lot 1: Provision of Strategic Real Estate Advisory and Corporate Real Estate Management Services;

Lot 2: Provision of Strategic Space Management Services;

Lot 3: Provision of Operational Space Management Services, Furniture Planning and Interior Design and Relocation Planning Services

Interested parties may apply for 1, 2 or all 3 lots. The foreseen duration of the contracts shall be 4 years with a possible extension of one additional year, respectively. The envisaged contract signature date is end of August 2020. The start of actual service delivery is planned on 1.12.2020 with an approx. 3 months start-up phase.

II.1.5) **Estimated total value**

Value excluding VAT: 10 150 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for maximum number of lots: 3

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Depending on the outcome of the tender, the ECB reserves the right to combine the contracts of various lots into one single contract, in case a certain tenderer wins more than one lots.

II.2) **Description**

II.2.1) **Title:**

Provision of Strategic Real Estate Advisory and Corporate Real Estate Management Services

Lot No: 1

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

70000000

70330000

II.2.3) **Place of performance**

NUTS code: DE7

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

The ECB is seeking a contractor who will provide advice on any strategic corporate real estate management related topics, such as real estate strategies; real estate forecasting models, strategies for development-projects; change management strategies and organizational development projects. The services further comprise of any relating reporting, documentation and support of the decision-making processes and include any corresponding meetings and workshops in order to achieve the objectives. The above may include the relevant overall coordination.

The successful tenderer shall provide upon request comprehensive strategic real estate management advice on executive management level to establish and execute corporate business strategies related to estate organization, management and performance and winning concepts for their successful implementation, including change management. The scope of this lot is closely linked to the evolving top global real estate trends, such as geopolitical risks, security concerns and volatility, integration between human resources, space and ways of working, convergence, data intelligence and digital developments, sustainability, co-working, forecasting models (demand vs. supply; options to meet demand, etc.) in close cooperation with forecast

strategies but as well ownership related strategies for the acquisition of land and premises i.e. for lease or buy or build real estate development projects. The scope includes besides the development of related strategies and concepts, preparation of the decision making process and upon approval of the ECB their successful implementation and delivery in time, budget and quality.

The successful tenderer shall provide operational business related real estate asset management services, including recurrent property management related tasks and projects e.g. verification, analysis and settlement of costs, identifying and proposing cost optimization scenarios, contract management, valuation services, forecast, local real estate market reports and projections on market developments, due diligence for current space and premises or under consideration for acquisitions/disposal, maintenance and development of information systems and tools, etc.

Real estate brokerage services are excluded.

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: 3 000 000.00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended by another 12 months upon satisfactory performance, however the total contract duration shall not exceed 60 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:

Candidates will be selected based on a set of minimum criteria as well as selection criteria as explained in the tender documentation.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

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**

The estimated value is only an indication of possible future requirements, it shall be non-binding and the ECB reserves the right to order more or less services depending on its organizational requirements.

II.2) **Description**

II.2.1) **Title:**

Provision of Strategic Space Management Services

Lot No: 2

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

71240000

70330000

II.2.3) **Place of performance**

NUTS code: DE7

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

The ECB is seeking a contractor who will provide consultancy services on any strategic space management related topics. The scope of service is closely linked to the evolving space management and work environment trends, such as well-being aspects, performance, productivity, integration between human resources, space and ways of working, convergence, data intelligence and digital developments, sustainability, co-working, etc. The ECB may request consultancy services such as conceptual office and workplace concepts and functional zoning, blocking and stacking, including project management and related communication and change management.

The duties encompass:

1) Strategic space management consultancy for projects and tasks with project-character

- analyze and evaluate space related data and customer requirements as the basis for strategic developments,
- gathering of demand forecasts of the clients and analysis of supply and demand,
- prepare and update functional charts (relationships and workflows between business areas),
- prepare scenario planning incl. blocking and stacking, consolidation, relocation for business areas and at divisional level for e.g. reorganizations,
- prepare space planning and test fits (including room allocation planning) for floor layouts,
- conduct feasibility studies and assess business cases, e.g. SWOT analysis, financial and timely impact of the reorganization measures, etc.

2) Strategic space management consultancy for specific topics

- support the development of standards and governance related to the overall approach of space management,
- support workplace demand forecast process, lead utilization studies and provide proposals to enhance this process and perform portfolio opportunity assessments,
- evaluate and prepare proposals for working methods, standards and processes and implementation, quality audits to improve space management of all levels (operational, tactical and strategic),
- identify, plan and implement special topics with regard to the existing space management e.g. digitalization, reporting, data analytics, benchmarking).

3) Change management and communication

- develop change management concepts, including cultural change and related communication and facilitate these in planning and implementation phases,
- support and guide the space management team towards an improved customer relationship management and service mapping.

In general

- the services further comprise of any relating reporting, documentation and support of the decision-making processes and moreover include any corresponding meetings and workshops in order to achieve the objectives.

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: 2 750 000.00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended by another 12 months upon satisfactory performance, however the total contract duration shall not exceed 60 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:

Candidates will be selected based on a set of minimum criteria as well as selection criteria as explained in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

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

The estimated value is only an indication of possible future requirements, it shall be non-binding and the ECB reserves the right to order more or less services depending on its organizational requirements.

II.2) Description

II.2.1) Title:

Provision of Operational Space Management Services, Furniture Planning and Interior Design and Relocation Planning Services

Lot No: 3

II.2.2) Additional CPV code(s)

71240000

98392000

79613000

II.2.3) Place of performance

NUTS code: DE7

II.2.4) Description of the procurement:

The ECB is seeking a contractor who will provide managed services for operational space management, furniture planning and interior design and relocation planning services. The operational space management services are the foundation to accommodate the dynamic business needs of workplaces on a daily basis. As the ECB has an assigned workplace concept in place the main focus of the operational space management is to process the customer tickets, facilitate the changes needed and to maintain the data in the CAFM system to ensure a high data quality. In addition the operational space management is in close contact with the customer to support and clarify, if required.

The operational space-related planning includes the coordinated space layout, furniture and technical implementation planning. The relocation planning services are needed to execute the moves of the affected workplaces, this includes a comprehensive relocation strategy, a detailed implementation concept, a sequence plan for the requested moves based on a master relocation list and clarifications and agreement with affected business areas and logistics.

The duties encompass:

1) Daily data and workplace assignment support

- process and monitor of customer requests (tickets) for changes of workplace assignments in CAFM system (e.g. move requests of starter, leaver, relocation, re-entry) for individual moves (< 5 workplaces) and non-individual moves,
- 1st level support to internal customer:
 - clarify, inform and process the customer requests (tickets) via telephone/e-mail to the customer/workspace coordinators,
 - communicate to the customer via telephone/e-mail to other internal stakeholders who have to deal with the workflow behind the scenes and implement moves (e.g. relocation planning and service),
 - contribute to updates on provided training material and information needed by the customers/workspace coordinators via internal knowledge channels, e.g. exchange platforms.
- identify missing data, clarify with respective stakeholders, update and maintain space-related data to ensure a good data quality,
- tracking of the business areas workplaces supply and demand,
- provide regular reporting in a defined manner on the performed moves and actual overviews of occupancy rates and include respective data analytics.

The average number of moves between 2016 and 2018 was approx. 8 700 moves per annum.

2) Daily space management support

- 2nd level support to internal customer,
- process, validate and monitor customer requests (tickets) in CAFM system (e.g. (> 5 workplaces, layout changes with wall changes/ without wall changes) of different ranges of quantity and complexity,
- coordinating with customer with pending or missing information and obtaining the approval of requester in the CAFM system,
- create and coordinate master relocation lists according to ECB standards, a tool containing all workplace relocation related information (MRL) and Names-To-Seats planning (NTS) and obtain approval,
- execute and support specific exercises to identify, monitor or maintain workplaces (e.g. stocktaking exercise, potential capacity assessments, etc).

3) Daily furniture planning and interior design support

Provide daily furniture planning and interior design services for all ECB spaces.

4) Optionally, provide furniture planning and interior design. The ECB may request operational furniture planning services as a managed service for reoccurring daily business tasks, for specific ECB spaces and events (VIP areas, meeting and conference rooms, archives, etc.)

5) Optional relocation planning services

Provision of a comprehensive relocation strategy, a detailed implementation concept and a sequence plan for the requested moves based on a master relocation list. Clarification and agreement with affected business areas and logistics.

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: 4 400 000.00 EUR

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

Duration in months: 48

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended by another 12 months upon satisfactory performance, however the total contract duration shall not exceed 60 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:

Candidates will be selected based on a set of minimum criteria as well as selection criteria as explained in the tender documentation.

II.2.10) Information about variants

Variants will be accepted: no

II.2.11) Information about options

Options: no

II.2.12) Information about electronic catalogues

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

The estimated value is only an indication of possible future requirements, it shall be non-binding and the ECB reserves the right to order more or less services depending on its organizational requirements.

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

III.1.5) Information about reserved contracts

III.2) Conditions related to the contract

III.2.1) Information about a particular profession

III.2.2) Contract performance conditions:

In line with the terms and conditions of the draft contract. See details in the procurement documents.

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

Competitive procedure with negotiation

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 a single operator

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.1.6) Information about electronic auction

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

IV.2.2) Time limit for receipt of tenders or requests to participate

Date: 28/01/2020

Local time: 12:00

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 02/03/2020

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)

IV.2.7) Conditions for opening of tenders

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 RFX-PT-2019-000041: Consultancy Space Mgmt and relocation

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 eTendering 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 7 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 <http://www.ecb.europa.eu/ecb/jobsproc/tenders/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:

15 days from the receipt of the information specified in Article 34(3) of ECB Decision 2016/2 laying down the rules on procurement or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. 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:**
21/12/2019