

Germany – Recreational, cultural and sporting services – Provision of Services and Works for the ECB Visitor Centre (ViC) – Creative and Maintenance**OJ S 148/2024 31/07/2024****Contract or concession notice – standard regime - Change notice****Works - Services**

1. Buyer**1.1. Buyer**

Official name: European Central Bank

Email: procurement@ecb.europa.eu

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: Economic affairs

2. Procedure**2.1. Procedure**

Title: Provision of Services and Works for the ECB Visitor Centre (ViC) – Creative and Maintenance

Description: The ECB intends to award one Framework Agreement for the provision of services and works with regards to the ECB's Visitor Centre (ViC). The Contractor shall provide the following services: a) Maintenance and support services for the operation of the ECB Visitor Centre which shall be ordered as a Service Level Agreement immediately upon commencement of the contract. Regular servicing, maintenance, updating to latest firmware and software including testing, trouble-shooting, repair and incident resolution, including remote and on-site technical service at the ECB premises in Frankfurt am Main, Germany, for:

- Physical exhibition elements (i.e. furniture, panels, mechanical exhibits);
- Media installations (i.e. apps, games, software, digital deliverables);
- Technical infrastructure (i.e. IT/AV hardware, network systems).

b) Services for the further development and extension of the ECB Visitor Centre

- Concept development, content/message development and drafting, script writing, copywriting, infographic development, pedagogy, didactics.
- Exhibition design /planning:
- Scenography, interior/spatial design, wayfinding, art direction and graphic design, print design, branding and visual identity, interactive exhibits design, furniture design, scale modelling.
- Architectural planning:
- The Contractor shall develop and prepare detailed planning of new architectural elements.
- Media design/planning:
- Art direction, interaction design and development, didactics/interactivity, app design and development, user interface and user experience design, web design and development; virtual/augmented/mixed reality, media research.
- Technical design/planning:
- Audio-visual engineering, IT/AV planning, software/network design, technical infrastructure development.
- Project coordination, general contracting and operational management:
- Master planning, project management, subcontracting, coordination of works, regulatory compliance and certification (i.e. building-, health/safety-, environment-related), prototyping and material sampling.

Works for the Visitor Centre: a) Works for the planning, production and installation of physical exhibition elements:

- Carpentry, metal works, fine mechanics, furniture production, sculpting, modelling, manufacturing/machining/processing of textiles and composite materials, printing, painting, drawing, finishing, decoration.

b) Works for the development and production of media installations:

- Programming, editing, animation, illustration, music/sound production for app /game development, software/web development, virtual/augmented/mixed reality production,

video production c) Works for the planning and installation of IT/AV components and technical infrastructure: • Purchase and installation of hardware components, technical devices, cabling and electrical works, network development/programming/deployment, IT administration, software installation/configuration/updating.

Procedure identifier: ea148364-5340-4c7e-bfb1-215b840a61eb

Internal identifier: PRO-008730

Type of procedure:

Negotiated with prior publication of a call for competition / competitive with negotiation

Main features of the procedure: 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> And in EUR-Lex: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02016D0002-20200501>. The detailed features and terms and conditions of the procedure can be found in the procurement documents.

2.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Works

Main classification (cpv): 92000000 Recreational, cultural and sporting services

Additional classification (cpv): 45000000 Construction work

2.1.2. Place of performance

Postal address: European Central Bank Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

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-2024-000044: PRO-008730-R1-ECB Visitor Centre. 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 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.

2.1.3. Value

Estimated value excluding VAT: 4 800 000,00 EUR

Maximum value of the framework agreement: 5 760 000,00 EUR

2.1.4. General information

Legal basis:

Directive 2014/24/EU

<http://data.europa.eu/eli/dec/2016/245/2020-05-01> - Consolidated text: Decision (EU) 2016/245 of the European Central Bank of 9 February 2016 laying down the rules on procurement (ECB/2016/2) (recast)

2.1.6. Grounds for exclusion

Purely national exclusion grounds: Based on Art. 30 of the ECB Procurement rules (Decision ECB/2016/2, as amended)

5. Lot

5.1. Lot: LOT-0001

Title: No lots

Description: As above

5.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Works

Main classification (cpv): 92000000 Recreational, cultural and sporting services

Additional classification (cpv): 45000000 Construction work

Options:

Description of the options: The ECB may extend the contract by 12 months upon satisfactory performance and business needs, hence the total contract duration shall be maximum 48 months.

5.1.3. Estimated duration

Duration: 36 Months

5.1.6. General information

Reserved participation: Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

This procurement is also suitable for small and medium-sized enterprises (SMEs)

5.1.7. Strategic procurement

5.1.9. Selection criteria

Criterion:

Type: Economic and financial standing

Description: The accumulated total net turnover of the Candidate must be at least EUR 4.000.000 for the last two financial years (2022-2023).

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion:

Type: Technical and professional ability

Description: Human resources that the Candidate intends to use to perform the Contract

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Criterion:

Type: Technical and professional ability

Description: Candidate's general experience and expertise, assessed on the basis of the Candidate's past experience and its reference contracts

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 3

Maximum number of candidates to be invited for the second stage of the procedure: 5

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

5.1.11. Procurement documents

Languages in which the procurement documents are officially available: English

Deadline for requesting additional information: 06/09/2024 12:00:00 (UTC+2)

Address of the procurement documents: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Ad hoc communication channel:

URL: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <http://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Variants: Not allowed

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 13/09/2024 12:00:00 (UTC+2)

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required
Electronic ordering will be used: yes
Electronic payment will be used: yes
Information about review deadlines: 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 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.

5.1.15. Techniques

Framework agreement: Framework agreement, without reopening of competition
Information about the dynamic purchasing system: No dynamic purchase system

5.1.16. Further information, mediation and review

Mediation organisation: The European Ombudsman
Review organisation: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Organisation providing more information on the review procedures: European Central Bank

8. Organisations

8.1. ORG-0001

Official name: European Central Bank
Registration number: 0001
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postcode: 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany
Contact point: Central Procurement Office
Email: procurement@ecb.europa.eu
Telephone: +49 69 1344 0
Internet address: <https://www.ecb.europa.eu/home/html/index.en.html>
Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>
Buyer profile: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

Roles of this organisation:

Buyer
Organisation providing more information on the review procedures

8.1. ORG-0002

Official name: The European Ombudsman
Registration number: 0002
Postal address: 1 avenue du Président Robert Schuman, CS 30403
Town: Strasbourg
Postcode: 67001
Country subdivision (NUTS): Bas-Rhin (FRF11)
Country: France
Email: eo@ombudsman.europa.eu
Telephone: +33 3 88 17 23 13
Internet address: <https://www.ombudsman.europa.eu/en/home>

Roles of this organisation:

Mediation organisation

8.1. ORG-0004

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Registration number: 0003

Postal address: Sonnemannstraße 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Telephone: +496913440

Fax: +496913446886

Roles of this organisation:

Review organisation

10. Change

Version of the previous notice to be changed: 457687-2024

Main reason for change: Buyer correction

11. Notice information

11.1. Notice information

Notice identifier/version: 9e268d5c-b1ff-4143-b7ca-289e0c5f91d4 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 30/07/2024 08:54:40 (UTC)

Languages in which this notice is officially available: English

11.2. Publication information

Notice publication number: 459476-2024

OJ S issue number: 148/2024

Publication date: 31/07/2024