

Germany – Telephone switchboard services – TENDER PROCEDURE FOR THE PROVISION OF FACILITY MANAGEMENT (FM) AND ADMINISTRATIVE SERVICES**OJ S 138/2025 22/07/2025****Contract or concession notice – standard regime
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: TENDER PROCEDURE FOR THE PROVISION OF FACILITY MANAGEMENT (FM) AND ADMINISTRATIVE SERVICES

Description: The ECB intends to use a negotiated tender procedure to conclude one contract for the provision of ?Managed Services? for the Facility Management (FM) and Administrative Services. The duration of the contract shall be three years with a possible extension of one additional year. The envisaged contract start date is 1 March 2026, including a 3-months transition period. Full operations shall start as of 1st June 2026. Services shall include: 1. Facility Management (FM) and Administrative Services, including: a) Telephone Switchboard b) FM Service Desk c) Booking of meeting rooms and services d) Administrative support services (e.g. Lost & Found, fax management, etc.) 2. Validation of Business Travel Expense Claims: a) Administration of Pre-paid expenses b) Other Business Travel related Administrative Tasks 3. Functional Support 4. Welcome Desk 5. Coordination of Conferences and Events

Procedure identifier: 147aa1af-90e6-43c6-9723-2cb06a850ea0

Internal identifier: PRO-2245563957

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

The procedure is accelerated: no

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

Main classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79993000 Building and facilities management services

2.1.2. Place of performance

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

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

Country: Germany

2.1.3. Value

Estimated value excluding VAT: 16 400 000,00 EUR

Maximum value of the framework agreement: 18 860 000,00 EUR

2.1.4. General information

Additional information: This tender procedure is conducted via the ECB's electronic tendering system (SAP Ariba) 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. 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 raise a contact support request on the following website: <https://eu.service.cloud.ariba.com/Sourcing.aw>. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as laid down in the procurement documentation itself.

Legal basis:

Other

<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

Sources of grounds for exclusion: Procurement Document

5. Lot

5.1. Lot: LOT-0001

Title: PROVISION OF FACILITY MANAGEMENT (FM) AND ADMINISTRATIVE SERVICES

Description: Details of the requirements and the scope of the tender are included in the tender documentation.

Internal identifier: PRO-2245563957

5.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 64214200 Telephone switchboard services

Additional classification (cpv): 79993000 Building and facilities management services

Options:

Description of the options: The contract is subject to renewal.

5.1.2. Place of performance

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

Country: Germany

5.1.3. Estimated duration

Duration: 48 Months

5.1.4. Renewal

Maximum renewals: 1

5.1.5. Value

Maximum value of the framework agreement: 18 860 000,00 EUR

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

Additional information: Facility Management (FM) and Administrative Services (standard services) The ECB is seeking a contractor who will operate the ECB's Facility Management (FM) and Administrative Services under its own responsibility and according to set standards and service levels. Both are key functions within the Directorate Administration, as the service has a high reputational impact through internal and external stakeholders. The Switchboard is the first point of contact for internal and external callers. The FM Service Desk provides the internal customers with a first level support for a wide range of services, such as technical, infrastructural and commercial facility management services. The Facility Management (FM) and Administrative Services Support will be located within the ECB premises in Frankfurt am Main. Current operational hours are from 07:00 to 19:00 h which requires operation in shifts. Services may also be requested outside regular service hours, on weekends or public holidays.

5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

Criterion:

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:

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

Deadline for requesting additional information: 29/08/2025 10:00:10 (UTC)

Address of the procurement documents: <https://eu.mu.ariba.com/uav/project/?token=163718c9-b13f-4239-bc42-b4c52e2f77aa>

Ad hoc communication channel:

Name: ECB e-tendering platform

URL: <https://eu.mu.ariba.com/uav/project/?token=163718c9-b13f-4239-bc42-b4c52e2f77aa>

5.1.12. Terms of procurement

Terms of submission:

Electronic submission: Required

Address for submission: <https://eu.mu.ariba.com/uav/project/?token=163718c9-b13f-4239-bc42-b4c52e2f77aa>

Languages in which tenders or requests to participate may be submitted: English
Electronic catalogue: Not allowed
Variants: Not allowed
Deadline for receipt of requests to participate: 05/09/2025 10:00:00 (UTC)
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

5.1.15. Techniques

Framework agreement:
Framework agreement, without reopening of competition
Maximum number of participants: 5
Information about the dynamic purchasing system:
No dynamic purchase system
Electronic auction: no

5.1.16. Further information, mediation and review

Mediation organisation: The European Ombudsman
Review organisation: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team
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.
Organisation providing additional information about the procurement procedure: European Central Bank
Organisation providing offline access to the procurement documents: European Central Bank
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 6913440
Internet address: <https://www.ecb.europa.eu>
Other contact points:
Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main
Postcode: 60314
Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Country: Germany
Contact point: Legal Advice Team
Email: LegalServices@ecb.europa.eu
Telephone: +49 6913440
Fax: +49 6913446886
Internet address: <http://www.ecb.europa.eu>

Roles of this organisation:

Buyer
Organisation providing additional information about the procurement procedure
Organisation providing offline access to the procurement documents
Review organisation
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 Pr?sident Robert Schuman, CS 30403
Town: Strasbourg
Postcode: 67001
Country subdivision (NUTS): Bas-Rhin (FRF11)
Country: France
Contact point: The European Ombudsman
Email: eo@ombudsman.europa.eu
Telephone: +33 388172313
Internet address: <https://www.ombudsman.europa.eu/en/home>

Roles of this organisation:

Mediation organisation

Notice information

Notice identifier/version: 442b2138-e344-4760-a944-b55f6aac8523 - 01
Form type: Competition
Notice type: Contract or concession notice – standard regime
Notice subtype: 16
Notice dispatch date: 18/07/2025 13:23:20 (UTC)
Languages in which this notice is officially available: English
Notice publication number: 477856-2025
OJ S issue number: 138/2025
Publication date: 22/07/2025