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**Germany-Frankfurt am Main: ECB - Provision of an Internet Based  
Survey on Economic and Financial Matters Among Euro Area Consumers  
2018/S 242-552107**

**Contract notice**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

European Central Bank  
Sonnemannstrasse 22  
Frankfurt am Main  
60314  
Germany  
Contact person: Central Procurement Office  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 69/13447110  
NUTS code: DE712

**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: <https://www.ecb.europa.eu/secure/procurement/>  
Additional information can be obtained from the abovementioned address  
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 an Internet Based Survey on Economic and Financial Matters Among Euro Area Consumers  
Reference number: PRO-004329

**II.1.2) Main CPV code**

79300000

**II.1.3) Type of contract**

Services

II.1.4) **Short description:**

European Central Bank (ECB) is seeking through this open procedure a supplier (the “Contractor”) for the provision of an internet survey on economic and financial matters among euro area consumers (“the survey”) and intends to award a Framework Agreement (the “Contract”) to the supplier offering the best value for money.

II.1.5) **Estimated total value**

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.1) **Title:**

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

II.2.3) **Place of performance**

NUTS code: DE712

Main site or place of performance:

The Contractor shall perform the work on the Contractor’s registered office. Upon request of the ECB, the Contractor shall provide (parts) of the work on the ECB’s premises in Frankfurt am Main (DE).

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

The survey is a mixed-frequency household survey collecting qualitative and quantitative information with the purpose of measuring and closely monitoring consumer expectations and decisions on a regular basis. The survey will at least be conducted in the following euro area countries: France, Germany, Italy, and Spain (the “Main survey countries”). The ECB may optionally request the Contractor to expand the survey to one or more of the other euro area countries, i.e.: Austria, Belgium, Cyprus, Estonia, Finland, Greece, Ireland, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Portugal, Slovakia, and Slovenia (the “Additional survey countries”).

The survey (hereinafter referred to as the “module(s)”) shall be performed under the ECB’s orders in two different compositions as detailed below:

- “Regular modules” to be performed at monthly, quarterly and annual frequencies,
- “Ad-hoc modules” to be performed on an occasional basis.

With reference to the “regular modules”, the survey will comprise a core set of questions that will be common across respondents and countries but it will also include the flexibility to field country-specific questions and to address specific questions or question phrasing to different sub-sets or groups of respondents within each country. The “regular modules” will take on average between 20 and 45 minutes to complete. In addition, the first time a respondent joins the survey, he will be asked to report some basic own and household background demographics. “Ad-hoc modules” may require additional time to be completed. The questionnaire may be subject to amendments, as flexibility is an inherent feature of the survey. The survey will track the same respondents over a given period of time, (i.e. the sample will include a panel component).

The work to be performed under the Contract is further detailed in the Invitation to Tender (ITT) and the annexes to the ITT (Tender specifications, draft contract, etc.).

Unless otherwise specified in the Contract, all Deliverables shall be provided in English.

The Contractor will be required to maintain updated knowledge and techniques in the relevant areas covered by the contract and apply the latest available technologies for the performance of the deliverables during the life-span of the contract.

The Contract will be constructed as a Framework Agreement with a single supplier within the meaning of Articles 1(9) and 18(3) of the ECB Procurement Decision ECB/2016/2. The contract will be implemented through

orders according to the ordering procedure detailed in article 2 of the Contract and Section 13.5 of the ECB's general contract terms (GCTs), attached to the contract.

It is envisaged that the contract will start in June 2019 and will be concluded after a period of 4 years.

II.2.5) **Award criteria**

Criteria below

Quality criterion - Name: Quality of the tender / Weighting: 65 %

Price - Weighting: 35 %

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.2.12) **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**

**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:

Not applicable.

III.1.2) **Economic and financial standing**

List and brief description of selection criteria:

The Tenderers' economic and financial capacity will be assessed on the basis of their financial situation (turnover and profit and loss) during the last three financial years. As a minimum, Tenderers shall have had in the last 3 financial years (2015/2016/2017) an accumulated total net turnover of at least 4 500 000 GBP.

Temporary groupings may calculate their total turnover by adding together the total turnovers for each member of the grouping.

As proof, Tenderers shall complete the table in Section 3.1 of the Tender submission form (Annex 3 of the ITT).

NB: The ECB may at any time request Tenderers to furnish within 1 week's time the proof on their economic and financial capacity specified in the Tender submission form.

III.1.3) **Technical and professional ability**

List and brief description of selection criteria:

The Tenderers' technical and professional capacity will be assessed on the basis of their general capacity to carry out a project of the reach described in this ITT in terms of expertise, experience, ethical and quality management standards, and technical resources. Therefore, the tenderers' technical and professional capacity will be assessed on the basis of the following criteria, for the fulfillment of which the tenderer shall provide documentation:

- (a) the tenderer's relevant experience in performing similar work (internet based surveys), which shall be assessed on the basis of reference contracts. Tenderers shall have performed during the last 3 financial years (2015/2016/2017) within the European Union at least three contracts with comparable scope, scale, and complexity (e.g. ad hoc quantitative/qualitative household surveys in multiple countries in the European Union) with the Contract tendered out via this tender process;
- (b) the tenderer's conformity with professional codes of practices and/or market research quality standards such as the ICC/ESOMAR Code, the WAPOR Code or any equivalent ethical/quality research standard;
- (c) the tenderer's quality management system based on an accreditation that the Tenderer holds, e.g. ISO 9001, or equivalent quality assurance standard(s)/policies;
- (d) the tenderer's capacity to commence performing the survey in Germany, France, Italy, and Spain by June 2019.

As proof, Tenderers shall complete the table in Section 4 of the Tender submission form (Annex 3 to the ITT).

NB: The ECB may at any time request Tenderers to furnish within 1 week's time the proof on their technical and professional capacity specified in the Tender submission form.

**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:**

By submitting a tender, tenderers accept all terms and conditions stipulated in this Contract Notice, the Invitation to Tender (ITT) and the annexes thereto (Tender specifications; draft contract, etc.). Therefore, the contractual terms and conditions of Tenderers shall not be applicable unless the ECB has invited them to submit their terms and conditions. The successful tenderer will be bound by this acceptance for the entire duration of the Contract. NB: Tenderers are not allowed to propose changes or additions to the ECB's draft contract. Only minor changes or additions that aim at clarification may be accepted. The ECB reserves the right to exclude tenderers proposing substantial changes to the draft contract that affect the allocation of risks between the parties.

**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 a single operator

In the case of framework agreements, provide justification for any duration exceeding 4 years:

Not applicable

**IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue**

**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: 25/01/2019

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.2.6) **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**

Date: 25/01/2019

Local time: 12:00

Place:

ECB premises, Frankfurt am Main (DE).

Information about authorised persons and opening procedure:

Not applicable.

#### **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 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 system before, you need to register in the system (click on "Register").

Once you are registered, you can log on to the system any time with your user name and password (click on "Login").

Please note your mere registration does not constitute an application/tender. You must submit your application/tender as further instructed in the application/tender documentation that can be accessed via the above system. Under the above internet address you also find user guides for detailed information on how to use the system and contact details for technical support.

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 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**

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

Sonnemannstrasse 22

Frankfurt am Main

60314

Germany

Telephone: +49 6913440  
Fax: +49 6913446886  
Internet address: <http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

The European Ombudsman  
1 avenue du Président Robert Schuman, CS 30403  
Strasbourg Cedex  
67001  
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**

Central Procurement Office of the European Central Bank  
Sonnemannstrasse 22  
Frankfurt am Main  
60314  
Germany  
Telephone: +49 6913440  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 6913447110  
Internet address: <http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**

05/12/2018