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**Germany-Frankfurt am Main: PRO-006487: Crisis Management Consultancy Services
2022/S 136-387813**

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 Frankfurt am Main, Kreisfreie Stadt
Postal code: 60314
Country: Germany
Contact person: Edoardo Colombi
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.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:

PRO-006487: Crisis Management Consultancy Services

II.1.2) Main CPV code

79400000 Business and management consultancy and related services

II.1.3) Type of contract

Services

II.1.4) Short description:

The European Central Bank (ECB) has developed a crisis management response structure and crisis management plans as part of its Business Continuity Management programme. Business continuity and crisis management plans have been developed aiming at ensuring that the ECB is able to continue performing its most critical duties and mitigate negative reputation and financial impacts in case of severe incidents and potential operational crises. In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB is looking for consultancy services to be provided through a framework agreement valid for four years from the date of the contract signature (expected in Q1 2023) with the possibility for two one-year extensions. It is expected that the successful bidder will bring a strong operational expertise and knowledge of best practice in crisis management and business continuity to the ECB.

II.1.5) **Estimated total value**

Value excluding VAT: 1 200 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: no

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Services to be provided predominantly on the contractor premises with the option of provision on the ECB premises in Frankfurt am Main.

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

The European Central Bank (ECB) has developed a crisis management response structure and crisis management plans as part of its Business Continuity Management programme. Business continuity and crisis management plans have been developed aiming at ensuring that the ECB is able to continue performing its most critical duties and mitigate negative reputation and financial impacts in case of severe incidents and potential operational crises. Within these plans, it is the responsibility of the Critical Incident Management Team (CIMT) to coordinate the appropriate response ex-post initial emergency response actions and to lead their implementation including the mobilisation of business continuity teams and business continuity resources. This includes communication to ECB staff, National Central Banks, National Competent Authorities, third parties, the public at large and/or other stakeholders. To perform this duty and manage communication throughout a crisis, the CIMT is assisted by an Incident Response Team (IRT) and a Crisis Communication Team (CCT). The role of the IRT is to prepare and maintain a situational picture together with recommendations for crisis responses to the CIMT and coordinate the implementation of decisions taken by the CIMT. A Critical Incident Management Support Team (CM-ST) that provides general support services in the context of the crisis management framework including advice and secretariat services to the CIMT and the IRT.

Further, the Security and Safety Division is represented in the CIMT as well as in the IRT and runs the Division's internal incident management system, using an Incident Command System (ICS), for the provision of internal emergency response measures and the interaction with external rescue forces (e.g. police, fire brigade), as appropriate.

In order to enhance its crisis management capabilities, its business continuity readiness, and overall resilience, the ECB is looking for consultancy services to be provided through a framework agreement valid for four years from the date of the contract signature (expected in Q1 2023) with the possibility for two one-year extensions. It

is expected that the successful bidder will bring a strong operational expertise and knowledge of best practice in crisis management and business continuity to the ECB.

The services will include:

1. the design, organisation, performance, and assessment of a structured crisis management training and exercising programme for the ECB CIMT and IRT, their support teams and potential other stakeholders identified above. The programme will address gaps identified through past incidents and exercises and the use of a maturity model already developed and in use. The programme shall draw upon established best practice and standards;
2. the design, organisation, performance, and assessment of a structured incident response training programme for the Security and Safety Division, based on an existing, modified version of the internationally recognised Incident Command System (ICS) and with a focus on the five functional areas (incident command, operations, planning and intel, logistics, finance/administration) using pre-defined threat scenarios;
3. ad-hoc consultancy and/or training/exercising engagements bringing operational experience, expertise and knowledge of good practice in crisis/incident management, business continuity management and organisational resilience to the ECB.

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: 1 200 000.00 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 can be extended depending on business needs two times for 12 months, for a total maximum extension of 24 months.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

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 maximum value of this procurement is EUR 1 200 000,00.

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.2) **Conditions related to the contract**

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

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

The framework may be extended following the initial duration of four years depending on business evaluation and needs.

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.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

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

Date: 10/08/2022

Local time: 12:00

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

Date: 28/08/2022

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**

Tender must be valid until: 30/06/2023

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/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-2022-000036: PRO-006487-R1-Crisis Management Consult.

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.

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 on the ECB website at <https://www.ecb.europa.eu/ecb/legal/1001/procurement/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
E-mail: generalcourt.registry@curia.europa.eu
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:
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 Procurement, as amended. 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:**

06/07/2022