

**Germany – Education and training services – Learning and development services and tools****OJ S 127/2024 02/07/2024****Contract or concession notice – standard regime****Services****1. Buyer**

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**1.1. Buyer**

Official name: European Central Bank

Email: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

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

Activity of the contracting authority: Economic affairs

**2. Procedure**

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**2.1. Procedure**

Title: Learning and development services and tools

Description: The ECB is looking for suppliers to provide a variety of Learning & Development services and tools in line with the ECB strategy and identified learning needs. Examples of skill areas that could be requested include but are not limited to: • Personal development • Communication skills • Career development • Interpersonal skills The following areas shall not be covered under this procurement: Data Science, Artificial Intelligence, language skills and leadership development. The services shall be made available to all ECB staff including management, as well as employees of the National Competent Authorities (NCA), of the Single Supervisory Mechanism (SSM) and the National Central Banks (NCB) of the European System of Central Banks (ESCB).

Procedure identifier: 6a920ac1-1467-4faa-8bcb-58ebcef7fc61

Internal identifier: PRO-006243

Type of procedure: Other multiple stage procedure

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): 80000000 Education and training services

Additional classification (cpv): 80420000 E-learning services, 80570000

Personal development training services

**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

### 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

### 2.1.3. Value

Estimated value excluding VAT: 11 000 000,00 EUR

Maximum value of the framework agreement: 11 000 000,00 EUR

### 2.1.4. General information

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-2024-000039 PRO-006243-R1-L&D Activities

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](mailto: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.

Legal basis:

Other

#### **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

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#### **5.1. Lot: LOT-0001**

Title: Learning and Development Services

Description: The deliverables that may be requested under this procurement include: a) The identification of learning needs at the individual, team or organisational level and/or the provision of advice on methodological approaches to learning needs analysis. b) The provision of learning services and tools that shall serve to both transfer knowledge and embed the learning/foster the required behavioural change or skill acquisition. These services and/or tools may be both tailor-made solutions in line with ECB specific needs as well as Off the Shelf (OTS) solutions. c) Individual coaching in the area of personal development (behaviour skill development) and if required for career development. This shall either be offered via a pool of dedicated coaches or via a dedicated coaching platform that the Tenderer can make available to the ECB. d) Impact measurement , assessment and reporting services which shall also include the provision of recommendations on how to improve the quality and/or effectiveness of the services provided, potential topics relevant to the ECB and/or new methodologies and technologies. e) Optional: advisory services on L&D topics (e. g. experts advise on recent trends). f) Optional: the design and delivery of customized solutions for specific target groups in the context of the ECB's Diversity & Inclusion Framework. g) All administrative services pertaining to the provision of the above services and tools as well as to the general contract management. The ECB intends to conclude up to three Framework Agreements (Contracts) with the three suppliers providing the most economically advantageous offers. The Contracts will operate in a ranking system.

Internal identifier: PRO-006243

##### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 80000000 Education and training services

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Personal development training services

##### **5.1.3. Estimated duration**

Duration: 48 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

##### **5.1.9. Selection criteria**

Criterion:

Type: Other

Name: Professional, Financial, and Technical Capacity criteria

Description: As specified in the procurement documentation

Use of this criterion: Used

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: 5

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

#### **5.1.10. Award criteria**

Criterion:

Type: Quality

Description: Quality of the technical offer

Weight (percentage, exact): 60

Criterion:

Type: Price

Description: Financial offer

Weight (percentage, exact): 40

#### **5.1.11. Procurement documents**

Access to certain procurement documents is restricted

Languages in which the procurement documents are officially available: English

Information about restricted documents is available at: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Ad hoc communication channel:

Name: ECB e-tendering platform

URL: <https://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: <https://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

Tenderers may submit more than one tender: Not allowed

Deadline for receipt of requests to participate: 05/08/2024 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

Maximum number of participants: 3

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: European Central Bank

Organisation providing more information on the review procedures: European Central Bank

## 8. Organisations

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### 8.1. ORG-0004

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](mailto:procurement@ecb.europa.eu)

Telephone: +49 69 13440

Internet address: <http://www.ecb.europa.eu>

Buyer profile: <https://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

#### Roles of this organisation:

Buyer

Review organisation

Organisation providing more information on the review procedures

### 8.1. ORG-0005

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](mailto: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

## 11. Notice information

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### 11.1. Notice information

Notice identifier/version: d4c6cc5f-5a58-44d1-9c91-d1b2ec930c00 - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice subtype: 16

Notice dispatch date: 01/07/2024 08:34:48 (UTC)

Languages in which this notice is officially available: English

**11.2. Publication information**

Notice publication number: 393216-2024

OJ S issue number: 127/2024

Publication date: 02/07/2024