

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:287249-2016:TEXT:EN:HTML>

**Germany-Frankfurt-on-Main: ECB - Provision of an online registration tool for visitors (lot 1) and events (lot 2)
2016/S 159-287249**

Contract award notice

Results of the procurement procedure

Services

Directive 2014/24/EU

Section I: Contracting authority

- I.1) **Name and addresses**
European Central Bank
Sonnemannstraße 22
Frankfurt-on-Main
60314
Germany
Contact person: Manuela Mawick
Telephone: +49 69/13440
E-mail: procurement@ecb.europa.eu
Fax: +49 69/13447110
NUTS code: DE712
Internet address(es):
Main address: <http://www.ecb.europa.eu>
- I.2) **Joint procurement**
- 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 online registration tool for visitors (lot 1) and events (lot 2).
Reference number: PRO-001750.
- II.1.2) **Main CPV code**
48000000
- II.1.3) **Type of contract**
Services
- II.1.4) **Short description:**
The European Central Bank (ECB) is seeking through this open procedure a supplier for the provision of an online registration tool for visitors (lot 1) and events (lot 2) and intends to award a contract (the 'contract') for each lot to the supplier offering the best value for money. For lot 1, the ECB seeks to procure a service provider

for an online visitor registration tool and support to enable the scheduling and to facilitate the registration and management of individual visitors and visitor groups of the ECB visitor centre, standard lectures, specialised presentations, as well as architecture and art tours. For lot 2, the ECB seeks to procure services for the provision of an online tool that allows participants to register themselves and/or a group in an open (generic login credentials, no invitee information prefilled) and/or closed (individual login credentials, invitee information prefilled as available) registration procedure for various types of events.

II.1.6) Information about lots

This contract is divided into lots: yes

II.2) Description

II.2.1) Title:

Provision of an online registration tool for visitors

Lot No: 1

II.2.2) Additional CPV code(s)

48000000

II.2.3) Place of performance

NUTS code: DE712

II.2.4) Description of the procurement:

As part of its tasks, the DG/C is currently developing the ECB's new visitor centre and will be operating the centre as of its opening in Q4 2016. In addition to the new visitor centre offering, the ECB already provides a programme of standard lectures for interested members of the public on a regular basis as well as ad hoc presentations for specialised groups of multipliers. Furthermore, a series of architecture and art tours of the ECB's main building is also to be part of the ECB's offer for visitors. The ECB seeks to procure a service provider for an online visitor registration tool and support to enable the scheduling and to facilitate the registration and management of individual visitors and visitor groups of the ECB visitor centre, standard lectures, specialised presentations, as well as architecture and art tours.

The ECB is now looking for a provider:

i) to provide an appropriate online visitor registration tool which supports the ECB in the process of offering event registration.

II.2.5) Award criteria

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: ease of use of the registration tool's front- and back-ends based on the material submitted (see Section III.2.2(c)) and the trial/ demo version / Weighting: 35 %

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: quality and ease of integration of the tool's front-end (calendar-view) into the ECB's website / Weighting: 10 %

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: technical support and training services / Weighting: 5 %

Quality criterion - Name: b) Compliance with the IT requirements: compliance of the proposed IT tools with the IT architectural and security requirements — core severity / Weighting: 2 %

Quality criterion - Name: b) Compliance with the IT requirements: compliance of the proposed IT tools with the IT architectural and security requirements — mandatory severity / Weighting: 3 %

Quality criterion - Name: c) Compliance with data protection: compliance with the ECB data protection requirements / Weighting: 5 %

Price - Weighting: 40 %

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**

II.2) **Description**

II.2.1) **Title:**

Provision of an online registration tool for events

Lot No: 2

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

48000000

II.2.3) **Place of performance**

NUTS code: DE712

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

The ECB would like to procure services for the provision of an online tool that allows participants to register themselves and/or a group in an open (generic login credentials) and/or closed (invitee information prefilled as available) registration procedure. The online tool should be an off-the-shelf product requiring only minor adaptations.

The ECB is now looking for a provider:

- i) to provide an online registration tool to support the ECB in the process of offering event registration;
- ii) to provide, manage and maintain data storage for the registrations;
- iii) to provide ECB staff using the online tool with adequate support and training related to the online registration tool;
- iv) to provide technical support services and services related to further development of the tool or services which are directly related to the online tool.

The ECB aims at establishing a framework agreement with 1 provider for a duration of 3 years with a possible extension of 1 additional year. All services shall be provided to the ECB in English.

All data in the context of the provision of the services shall be processed and stored exclusively in the European Economic Area.

II.2.5) **Award criteria**

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: ease of use of the registration tool's front- and back-ends based on the material submitted / Weighting: 35 %

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: quality and ease of integration of the tool's front-end (calendar-view) into the ECB's website / Weighting: 10 %

Quality criterion - Name: a) Compliance with the ECB's technical and functional requirements: technical support and training services / Weighting: 5 %

Quality criterion - Name: b) Compliance with the IT requirements: compliance of the proposed IT tools with the IT architectural and security requirements — core severity / Weighting: 2 %

Quality criterion - Name: b) Compliance with the IT requirements: compliance of the proposed IT tools with the IT architectural and security requirements — mandatory severity / Weighting: 3 %

Quality criterion - Name: c) Compliance with data protection: compliance with the ECB data protection requirements / Weighting: 5 %

Price - Weighting: 40 %

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**

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

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**

Notice number in the OJ S: [2016/S 104-185153](#)

IV.2.8) **Information about termination of dynamic purchasing system**

IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Lot No: 1

Title:

Provision of an online registration tool for visitors

A contract/lot is awarded: no

V.1) **Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section V: Award of contract

Contract No: 2

Lot No: 2

Title:

Provision of an online registration tool for events

A contract/lot is awarded: no

V.1) **Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI: Complementary information

VI.3) **Additional information:**

VI.4) **Procedures for review**

VI.4.1) **Review body**

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

Sonnemannstraße 20

Frankfurt-on-Main

60314

Germany

Telephone: +49 6913440

Fax: +49 6913446886

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

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

European Ombudsman

1 avenue du Président Robert Schuman

Strasbourg

67001

France

VI.4.3) **Review procedure**

VI.4.4) **Service from which information about the review procedure may be obtained**

Central Procurement Office

Sonnemannstraße 20

Frankfurt-on-Main

60314

Germany

Telephone: +49 6913440

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

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

09/08/2016