

Germany – Customer survey services – Consultancy Services for Engagement Surveys (pulse surveys)**OJ S 112/2025 13/06/2025****Contract or concession award notice – standard regime****Services - Works**

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: Consultancy Services for Engagement Surveys (pulse surveys)

Description: The European Central Bank (ECB) awarded a Contract, which includes the works and services described in the Contract Notice in relation to engagement and pulse surveys.

Procedure identifier: 66f0333a-e8b3-425e-bdb6-a75473c3db83

Previous notice: 123497-2024

Internal identifier: PRO-009940

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

2.1.1. Purpose

Main nature of the contract: Services

Main classification (cpv): 79342310 Customer survey 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

2.1.4. General information

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)

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

Title: Consultancy Services for Engagement Surveys (pulse surveys)

Description: as described before

5.1.1. Purpose

Main nature of the contract: Services

Additional nature of the contract: Works

Main classification (cpv): 79342310 Customer survey services

Options:

Description of the options: Contract renewable for one additional year.

5.1.2. Place of performance

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

Country: Germany

5.1.3. Estimated duration

Duration: 3 Years

5.1.5. Value

Maximum value of the framework agreement: 400 000,00 EUR

5.1.6. General information

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.10. Award criteria

Criterion:

Type: Cost

Description: As was announced in the Invitation to Tender

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 40,00

Criterion:

Type: Quality

Description: As was announced in the Invitation to Tender

Category of award weight criterion: Weight (percentage, exact)

Award criterion number: 60,00

5.1.15. Techniques

Framework agreement:

Framework agreement, without reopening of competition

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: General Court of the European Union

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 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.

Organisation providing additional information about the procurement procedure: European Central Bank

6. Results

Maximum value of the framework agreements in this notice: 400 000,00 EUR

6.1. Result lot Identifier: LOT-0001

Winner selection status: At least one winner was chosen.

Framework agreement:

Maximum value of the framework agreement: 400 000,00 EUR

6.1.2. Information about winners

Winner:

Official name: Korn Ferry GmbH

Tender:

Tender identifier: Offer from Korn Ferry GmbH

Identifier of lot or group of lots: LOT-0001

The tender was ranked: no

Concession value:

Subcontracting: Yes

Subcontracting value is known: no

Subcontracting percentage is known: no

Contract information:

Identifier of the contract: Contract 1

Title: Consultancy services for engagement surveys (pulse surveys)

Date on which the winner was chosen: 05/06/2025

Date of the conclusion of the contract: 05/06/2025

The contract is awarded within a framework agreement: no

Organisation signing the contract: European Central Bank

6.1.4. Statistical information:

Received tenders or requests to participate:

Type of received submissions: Tenders submitted electronically

Number of tenders or requests to participate received: 5

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 69 1344 0

Internet address: <https://www.ecb.europa.eu/home/html/index.en.html>

Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

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

Roles of this organisation:

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing more information on the review procedures

Organisation signing the contract

8.1. ORG-0002

Official name: General Court of the European Union

Registration number: 0002

Postal address: Rue du Fort Niedergrünewald

Town: Luxembourg

Postcode: L-2925

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Contact point: Registry of the General Court

Email: generalcourt.registry@curia.europa.eu

Telephone: +352 43031

Fax: +352 4302100

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

Roles of this organisation:

Review organisation

8.1. ORG-0003

Official name: The European Ombudsman

Registration number: 0003

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

Telephone: +33 3 88 17 23 13

Roles of this organisation:

Mediation organisation

8.1. ORG-0004

Official name: Korn Ferry GmbH

Size of the economic operator: Large

Registration number: 0004

Postal address: Barckhausstrasse 12-14

Town: Frankfurt am Main

Postcode: 60325

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

Country: Germany

Roles of this organisation:

Tenderer

Winner of these lots: LOT-0001

8.1. ORG-0000

Official name: Publications Office of the European Union

Registration number: PUBL

Town: Luxembourg

Postcode: 2417

Country subdivision (NUTS): Luxembourg (LU000)

Country: Luxembourg

Email: ted@publications.europa.eu

Telephone: +352 29291

Internet address: <https://op.europa.eu>

Roles of this organisation:

TED eSender

Notice information

Notice identifier/version: bf5ede03-342c-4b65-8c63-b7050a9a780f - 01

Form type: Result

Notice type: Contract or concession award notice – standard regime

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