

**VOLUNTARY CONTRACT NOTICE FOR UPCOMING PROCUREMENT
PROCEDURE – Country Risk, Travel Security and Pandemic Information
Services**

Ref. 20569/SL/ALR/2011

Title: Country Risk, Travel Security and Pandemic Information Services

**I. Contracting
authority**

**1. Name, addresses
and contact point of
the contracting
authority:** European Central Bank, Directorate General Administration, Security Division,
attention: Anja Tonn, Postfach 16 03 19, 60066 Frankfurt am Main, Germany. Tel
+49 69 1344 7118 Fax +49 69 1344 8550

2. Business area: Directorate General Secretariat and Language Services

3. Division: Division Archives, Library and Records

4. Section: Library

**5. Description of the
functions:** Task of the Security Risk Management Unit in the Security Division

The Security Risk Management unit continuously monitors relevant data and information related to the physical risk situation of the ECB and maintains a risk profile based on protective intelligence gathering and analysis as well as incident reporting and risk assessment. The process considers threat data directly relevant to the ECB, its staff, members of the ECB decision-making-bodies and all ECB premises, as well as global issues and events that may have a secondary impact on the ECB's overall physical integrity.

Furthermore, this unit is in charge of travel security issues, such as monitoring relevant worldwide threats, providing ECB business travellers with security-related data and information regarding political, security or travel risks present in the destination country and supporting them when confronted with hazardous situations.

**II. Description of the
required services**

As part of its collection management, the Security Risk Management Unit is looking for a content vendor who is able to provide an information service covering worldwide up-to-date country and city risks, travel security and pandemic information.

A) Required information per country and city:

The specific country and city risks should consider the following risk categories per individual country and city: Political, Operational, Security, Terrorism, and Travel. Each risk categories shall have a risk rating, based on at least 4 levels. These risk categories and their levels shall be clearly defined and described.

The service should also be able to cover and provide information on global threat issues, such as direct action and worldwide terrorist threats.

A.1) Required information per Country:

The information that is required per country shall be made available in text as well as in a mapping format. The map shall be zoomable and the information should be geotagged. The map should be able to consider the risk categories as described above through a colour coding and should offer a history timeline of at least 6 months. In particular, the following information is required:

1) Latest developments: Timely information about any latest developments in a country and based on any of the above described risk categories. This includes a factual description of the event(s), a commenting and analytical part, and associated advices where applicable.

2) Risk summary: A descriptive summary related to the above mentioned risk categories

3) Business environment: Key information about the business environment in the particular country, including information on key political figures and players as well as key issues. Information about politics and economics. Operating issues, including information about corruption, labour issues, pressure groups. This shall also include a security summary with information on terrorism, crime and kidnapping.

4) Country specific calendar of events

A.2) Required information per city:

The information that is required per city shall be made available in the form of briefings and shall include detailed hands-on security and travel information, such as information on local transportation business, hot spots and hotel situation.

B) Travel security

1) Travel security guide: Provision of standing travel advices including information on social unrest, terrorism, crime, kidnapping, natural disasters and other threats to business travellers.

2) Country travel guide: Provision of information concerning the arrival and internal travel, practicalities, country background information and details on diplomatic representation.

3) Latest developments: Timely information about any latest developments in a country and based on any of the above described risk categories. This includes a factual description of the event(s), a commenting and analytical part, and associated advices where applicable.

C) Pandemic information

The pandemic information required should cover strategic, tactical and operational information needs for corporate pandemic planners.

The information that is required shall include various topics that are of relevance when monitoring the global risk of pandemic and its potential impact on corporate issues. This should include:

- 1) Flu News and analysis
- 2) Country updates and maps related to H5N1 and H1N1 influenza.
- 3) General pandemic preparedness

Dissemination

The information shall be made available through an online information platform, specific email alerts & briefings,

The information service as described above provided via the platform shall be made available for up to 5 users.

There should also be the possibility to contact country analysts directly by e-mail and/or phone.

III. Procedure

1. General information

This document constitutes a voluntary contract notice in the run-up to an upcoming procurement procedure for Country Risk and Pandemic Information Services laying down the Rules on Procurement¹ and the supplementary rules attached as **Annex 1**. The procurement procedure will be carried out without publication of a notice in accordance with Article 29 of Decision ECB/2007/5.

2. Pre-selection procedure:

Envisaged number of applicants: 5, where available

Objective criteria for choosing the limited number of applicants:

In order to identify the envisaged number of suitable bidders for the described upcoming procurement, the ECB will evaluate the applications received against the criteria set forth under Section IV. below. The ECB will create a list of applicants who fulfil the minimum criteria laid down in Section IV. 1. of this voluntary contract notice and will send a request for proposal to those applicants fulfilling the minimum criteria. In such request for proposal, the selected applicants will be asked to submit an offer to the ECB for the specified services. Please note that in the context of the procurement procedure Tenderers will need to grant a trial access (free of charge) to the ECB for four weeks in the context of which the ECB will evaluate the quality of the online platform offered.

3. Division into lots: no

4. Type of contracts: License agreement for the duration of 4 years

5. Closing date: All applications must be received by the ECB by the closing date set out in

¹ OJ L 184, 14.7.2007, p. 34 as amended by Decision ECB/2009/2 (OJ L 51, 24.2.2009, p. 10) and Decision ECB/2010/8 (OJ L 238, 9.9.2010, p. 14), all published on <http://www.ecb.europa.eu/ecb/proc/tenders/html/index.en.html>

Section VIII. below.

IV. Qualifications and experience (selection criteria)

1. Minimum criteria: Applicants must have the following qualifications and experience:

- Operate a 24/7 Global Security Centre feeding online platform with urgent and non-critical information in real time
- Provision of helpdesk advice via phone or email The helpdesk should operate 24/7
- Have Regional Security Centres in at least five major cities or financial hubs
- Have at least one office in the host country of the Contracting Authority

V. How to apply: Applications must include :

- self-declaration confirming the following:
 - o description of modus operandi of Global Security Centre concerning feeding of online platform
 - o description of modus operandi of helpdesk
 - o Confirmation and location of Regional Security Centres
 - o Confirmation to have at least one office in the host country of the Contracting Authority (Germany)

All applications must be received by the ECB by the closing date (see Section VIII. below). If applicants submit their proposals by registered post or private courier services, the post office stamp or the date on the slip issued by the courier service shall constitute proof of compliance with the above time-limit for submission. However, the ECB will only consider proposals that reach the ECB by no later than five calendar days after expiry of the above time-limit.

Interested applicants may not apply to participate in the procurement procedure and/or be added to the list of applicants at a later date by sending the information requested in this voluntary contract notice after the closing date.

The ECB may, at its discretion, exclude applications that do not meet the qualifying criteria, do not contain the information requested or are otherwise incomplete.

VI. Additional information:

1. Framework contracts are intended for a duration of four years.
2. All Framework contracts shall be governed by and interpreted under German civil law.
3. The ECB reserves the right to reuse the applicant's data for the identification of potential bidders for future procurement procedures.

VII. Date of dispatch 24/11/2011
of this call for the
identification of
potential bidders:

VIII. Closing date: 9/12/2011