

80204-2026 - Konkurrencevilkår

Tyskland – Organisering af forretningsrejser – Provision of Travel services - Re-tender

OJ S 24/2026 04/02/2026

Udbuds- eller koncessionsbekendtgørelse – standardordningen

Tjenesteydelser

1. Køber

1.1. Køber

Officielt navn: European Central Bank

E-mail: procurement@ecb.europa.eu

Køberens retlige status: EU-institution, organ eller agentur

Den ordregivende myndigheds aktivitet: Økonomiske anliggender

2. Procedure

2.1. Procedure

Titel: Provision of Travel services - Re-tender

Beskrivelse: The European Central Bank (ECB) is seeking suitable candidates through this Call for Applications (CfA) that will be invited to participate in the negotiated procedure and to submit a tender for the Contract on the provision of Travel Services. It is the intention of the ECB to award a contract to one provider. The Contract is envisaged to start on 1 August 2026 and shall remain in force for a period of 4 years. Since a (potential) implementation and handover period from the current service provider to the new contractor is foreseen, the actual service provision is envisaged to start on 15th December 2026. The ECB may request an extension of the Contract, but the total duration of the Contract shall not exceed 5 years. The main language of service delivery will be English. The contract duration is set on exceptional basis to 5 years. This exception is based on the current implementation of the SAP Concur travel system for ECB business travel. It can be envisaged that the integration of a new travel agency into SAP Concur will require the set-up of all relevant technical configurations and respective testing. As a result, an extended transition phase is to be planned which is reflected in the extended contract duration.

Identifikator for proceduren: 3e007f03-c6ad-4efa-8b3d-26f02a6e6fe3

Intern ID: PRO-2249747029

Udbudsprocedure: Udbud med forhandling/indkaldelse af tilbud med forudgående offentliggørelse

Proceduren er en hasteprocedure: ja

Begrundelse for hasteproceduren: The originally published Contract Notice had to be cancelled due to a system error, the current procedure is merely a re-launch of the original procedure with the same specifications and parameters, only a different deadline.

Hovedpunkterne i proceduren: 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. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 79997000 Organisering af forretningsrejser

2.1.2. Udførelsessted

Postadresse: Sonnemannstrasse 22

By: Frankfurt am Main

Postnummer: 60314

Landsdel (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Tyskland

2.1.3. Værdi

Anslået værdi eksklusiv moms: 1 250 000,00 EUR

2.1.4. Generelle oplysninger

Yderligere oplysninger: This tender procedure is conducted via the ECB's electronic tendering system (SAP Ariba) 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. 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 raise a contact support request on the following website: <https://eu.service.cloud.ariba.com/Sourcing.aw>. Any other queries relating to this procurement procedure and the content of the procurement documentation shall be submitted as laid down in the procurement documentation itself.

Retsgrundlag:

Anden

<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)

2.1.6. Udelukkelsesgrunde

Kilder til grundlag for udelukkelse: Udbudsdokument

5. Delkontrakt

5.1. Delkontrakt: LOT-0001

Titel: Provision of Travel Services - Re-tender

Beskrivelse: Travel Volumes The past travel volume of the ECB has been as follows: ? The ECB had approximately 3,300 travellers in Frankfurt am Main and over 39,000 transactions were booked in 2024. The total business travel spent in 2024, excluding post-paid reimbursements (e.g. meals and local transportation), was approximately over ? 16 million. ? 91% of air travel was to main European cities, e.g. London, Madrid, Lisbon, Vienna, Rome and Milan. Intercontinental destinations amounted to 9%. ? 42% of the total business travel transactions were by Air, Rail accounted for 31%, Hotels 27% and Car Rental less than 1%. ? 56% of travel was booked online via the Online Booking Engine and 44% offline via the Travel Services provider in 2024. ? 3% of ECB business travel were related to long term mission travel, with an average travel duration of 34 days. The numbers above should serve for orientation only, they are non-binding and without prejudice to future developments. Travel

Services The below list contains an overview of the work packages to be delivered, including a brief description of the package service content. 1. Resources for travel service delivery Provision of a key account manager and dedicated travel agents for standard, mission and VIP business travel. 2. Travel services offline/online booking Travel Services include offline and online bookings for Air, Rail, Hotels and Car Rental. The tenderer should be working with a Global Distribution System (GDS). The Online Booking Engine (OBE) provider is directly contracted by the ECB. The services provided should be aligned to the travel rules of the ECB. Provision of first level support might be required. 3. Mission travel Provision of dedicated mission travel agents, mainly handling the reservations for mission travellers, including booking of long-term accommodation, e.g., apartments provided by commercial hosts. 4. VIP services Provision of a dedicated VIP travel agent team, mainly handling the reservations for VIP travellers, including e.g., VIP hotel notification, Meet and Greet Airports and limousine service. 5. 24/7 services 24/7 services are to be delivered after working hours, on the weekend and on holidays. 6. Hotel direct payment Facilitate accommodation bookings and generate virtual credit cards using the platform provided by the ECB's hotel direct payment supplier. 7. Visa services Providing information, checklists and assistance on visa requirements. Supporting visa applications for travellers located across Europe. 8. Group bookings Providing offers and performing bookings for groups (>10 travellers) for flights, train travel and accommodation. 9. Reporting Providing monthly, cumulated reporting based on data captured at the time of booking and/or ticket issuance and/or logs, including full-year analysis in accordance to the ECB's specifications and requirements. 10. Invoicing Providing monthly invoices for the transaction fees, including respective reports. 11. Green Travel Providing guidance and expertise on sustainable business travel topics. 12. Quality Assurance During the entire duration of the contract, the supplier shall ensure that the services are provided following the highest standards of quality. The scope of the contract may be subject to change, depending on the ECB's business requirements, in line with the main scope, objectives and the spirit of the contract.

Intern ID: PRO-2249747029

5.1.1. Formål

Kontraktens hovedformål: Tjenesteydelser

Primær klassifikation (cpv): 79997000 Organisering af forretningsrejser

Supplerende klassifikation (cpv): 63510000 Rejsebureauvirksomhed og lignende

Valgmuligheder:

Beskrivelse af optioner: The contract is subject to renewal.

5.1.2. Udførelsessted

Postadresse: Sonnemannstrasse 22

By: Frankfurt am Main

Postnummer: 60314

Landsdel (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Tyskland

5.1.3. Anslået varighed

Varighed: 60 Måneder

5.1.4. Fornyelse

Højeste antal fornyelser: 1

Yderligere oplysninger om fornyelser: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.6. Generelle oplysninger

Reserveret deltagelse:

Deltagelse uden forbehold.

Indkøbsprojekt, der ikke finansieres med EU-midler

Udbuddet er omfattet af aftalen om offentlige udbud (GPA): nej

5.1.9. Udvalgelseskriterier

Kilder til udvalgelseskriterier: Udbudsdokument

Oplysninger om den anden fase i en procedure, der afvikles i to faser:

Mindsteantallet af ansøgere, som skal opfordres til at deltage i anden fase af proceduren: 3

Proceduren afvikles i successive faser. I hver fase kan nogle ansøgere blive udelukket

Køberen forbeholder sig retten til at tildele kontrakten på grundlag af de indledende tilbud uden yderligere forhandlinger

5.1.10. Tildelingskriterier**Kriterium:**

Type: Kvalitet

Beskrivelse: As specified in the procurement document.

Kriterium:

Type: Pris

Beskrivelse: As specified in the procurement document.

5.1.11. Tilbudsdokumenter

Adresse på udbudsdokumenterne: <https://eu.mu.riba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

Ad hoc-kommunikationskanal:

Navn: ECB e-tendering platform

URL: <https://eu.mu.riba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

5.1.12. Tilbudsvilkår**Vilkår for indgivelse:**

Elektronisk indgivelse: Påkrævet

Indgivelsesadresse: <https://eu.mu.riba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

Sprog, som tilbud og ansøgninger om deltagelse kan indgives på: engelsk

Elektronisk katalog: Ikke tilladt

Alternative tilbud: Ikke tilladt

Frist for modtagelse af anmodninger om deltagelse: 13/02/2026 11:00:00 (UTC+00:00)
vesteuropæisk tid, GMT

Betingelser for kontraktens udførelse:

Udførelsen af kontrakten skal ske inden for rammerne af programmer for beskyttet
beskæftigelse: Nej

Elektronisk fakturering: Påkrævet

Der vil blive anvendt elektronisk bestilling: ja

Der vil blive anvendt elektronisk betaling: ja

5.1.15. Teknikker**Rammeaftale:**

Ingen rammeaftale

Oplysninger om det dynamiske indkøbssystem:

Intet dynamisk indkøbssystem

5.1.16. Yderligere oplysninger, mægling og gennemgang

Organisation med ansvar for mægling: The European Ombudsman
Organisation med ansvar for klager: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Oplysninger om klagefrister: 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.
Organisation, der leverer supplerende oplysninger om udbudsproceduren: European Central Bank
Organisation, der sikrer adgang til udbudsdokumenterne offline: European Central Bank
Organisation, der leverer yderligere oplysninger om klageprocedurerne: European Central Bank
Organisation, der modtager ansøgninger om deltagelse: European Central Bank
Organisation, der behandler tilbud: European Central Bank

8. Organisationer

8.1. ORG-0001

Officielt navn: European Central Bank
Registreringsnummer: 0001
Postadresse: Sonnemannstrasse 22
By: Frankfurt am Main
Postnummer: 60314
Landsdel (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Land: Tyskland
Enhed: Central Procurement Office
E-mail: procurement@ecb.europa.eu
Telefon: +49 6913440
Internetadresse: <https://www.ecb.europa.eu>
Adresse til udveksling af oplysninger (URL) (eDelivery-Gateway): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Andre kontaktpunkter:

Officielt navn: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Postadresse: Sonnemannstrasse 22
By: Frankfurt am Main
Postnummer: 60314
Landsdel (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Land: Tyskland
Enhed: Legal Advice Team
E-mail: LegalServices@ecb.europa.eu
Telefon: +49 6913440
Fax: +49 6913446886
Internetadresse: <http://www.ecb.europa.eu>

Denne organisations roller:

Køber
Organisation, der leverer supplerende oplysninger om udbudsproceduren
Organisation, der sikrer adgang til udbudsdokumenterne offline
Organisation, der modtager ansøgninger om deltagelse
Organisation, der behandler tilbud

Organisation med ansvar for klager
Organisation, der leverer yderligere oplysninger om klageprocedurerne

8.1. **ORG-0002**

Officielt navn: The European Ombudsman
Registreringsnummer: 0002
Postadresse: 1 avenue du Præsident Robert Schuman, CS 30403
By: Strasbourg
Postnummer: 67001
Landsdel (NUTS): Bas-Rhin (FRF11)
Land: Frankrig
Enhed: The European Ombudsman
E-mail: eo@ombudsman.europa.eu
Telefon: +33 388172313
Internetadresse: <https://www.ombudsman.europa.eu/en/home>

Denne organisations roller:

Organisation med ansvar for mægling

Oplysninger om bekendtgørelsen

Bekendtgørelsens ID: 2fae5821-c3c0-4f02-ac90-96bd8e511159 - 01
Formulartype: Konkurrencevilkår
Bekendtgørelsestype: Udbuds- eller koncessionsbekendtgørelse – standardordningen
Bekendtgørelsesundertype: 16
Afsendelsesdato for bekendtgørelsen: 02/02/2026 16:14:08 (UTC+00:00) vesteuropæisk tid, GMT
Bekendtgørelsens officielle sprog: engelsk
Bekendtgørelsesnummer: 80204-2026
EUT-S-nummer: 24/2026
Offentliggørelsesdato: 04/02/2026