

80204-2026 - Hange

Saksamaa – Ärireiside teenused – Provision of Travel services - Re-tender

OJ S 24/2026 04/02/2026

Hanketeade või kontsessiooniteade – üldkord

Teenused

1. Hankija

1.1. Hankija

Ametlik nimi: European Central Bank

E-posti aadress: procurement@ecb.europa.eu

Hankija õiguslik vorm: ELi institutsioon, organ või amet

Hankija tegevus: Majandus

2. Menetlus

2.1. Menetlus

Pealkiri: Provision of Travel services - Re-tender

Kirjeldus: 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.

Menetluse tunnus: 3e007f03-c6ad-4efa-8b3d-26f02a6e6fe3

Sisemine tunnus: PRO-2249747029

Menetluse liik: Väljakuulutamisega läbirääkimistega hankemenetlus / konkurentsipõhine läbirääkimistega hankemenetlus

Kiirendatud menetlus: jah

Kiirendatud menetluse põhjendus: 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.

Menetluskorra kirjeldus: 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. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 79997000 Ärireiside teenused

2.1.2. Lepingu täitmise koht

Postiaadress: Sonnemannstrasse 22

Linn: Frankfurt am Main

Sihtnumber: 60314

Riik – jaotus (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Riik: Saksamaa

2.1.3. Maksumus

Eeldatav maksumus käibemaksuta: 1 250 000,00 EUR

2.1.4. Üldine teave

Lisateave: 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.

Õiguslik alus:

Muu

<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. Kõrvaldamise alused

Väljajätmise aluste allikad: Hankedokument

5. Osa

5.1. Osa: LOT-0001

Pealkiri: Provision of Travel Services - Re-tender

Kirjeldus: 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.

Sisemine tunnus: PRO-2249747029

5.1.1. Eesmärk

Lepingu olemus: Teenused

Peamine liigitus (cpv): 79997000 Ärireiside teenused

Täiendav liigitus (cpv): 63510000 Reisibüroo- ja samalaadsed teenused

Täiendavad hankevõimalused:

Täiendavate hankevõimaluste kirjeldus: The contract is subject to renewal.

5.1.2. Lepingu täitmise koht

Postiaadress: Sonnemannstrasse 22

Linn: Frankfurt am Main

Sihtnumber: 60314

Riik – jaotus (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Riik: Saksamaa

5.1.3. Eeldatav kestus

Kestus: 60 Kuud

5.1.4. Uuendamine

Maksimaalne lepingu uuendamiste arv: 1

Muu informatsioon uuendamise kohta: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.6. Üldine teave

Reserveeritud osalemine:

Osalemine ei ole reserveeritud.

Hankeprojekt, mida ei rahastata ELi vahenditest

Hanke suhtes kohaldatakse riigihankelepingut (GPA): ei

5.1.9. Kvalifitseerimistingimused

Valikukriteeriumide allikad: Hankedokument

Teave kaheetapilise menetluse teise etapi kohta:

Menetluse teise etapi kutsutavate taotlejate miinimumarv: 3

Menetlus toimub järjestikuste etappidena. Igas etapis võidakse mõni osaleja kõrvaldada

Hankija jätab endale õiguse sõlmida leping esialgsete pakkumuste alusel ilma edasiste läbirääkimisteta

5.1.10. Pakkumuste hindamise kriteeriumid**Kriteerium:**

Liik: Kvaliteet

Kirjeldus: As specified in the procurement document.

Kriteerium:

Liik: Hind

Kirjeldus: As specified in the procurement document.

5.1.11. Hankedokumendid

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

Sihtotstarbeline teabevahetuskanal:

Nimi: ECB e-tendering platform

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

5.1.12. Hanke tingimused**Esitamise tingimused:**

Elektrooniline esitamine: Nõutav

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

Keeled, milles võib pakkumusi või osalemistaotlusi esitada: inglise keel

Elektrooniline kataloog: Ei ole lubatud

Variandid: Ei ole lubatud

Osalemistaotluste esitamise tähtaeg: 13/02/2026 11:00:00 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Lepingutingimused:

Lepingu täitmine peab toimuma kaitstud tööhõive programmide raames: Ei

E-arveldamine: Nõutav

Kasutatakse elektroonilisi tellimusi: jah

Kasutatakse elektroonilisi makseid: jah

5.1.15. Vahendid**Raamleping:**

Ei kohaldata raamlepingut

Teave dünaamilise hankesüsteemi kohta:

Ei kohaldata dünaamilist hankesüsteemi

5.1.16. Lisateave, lepitus ja vaidlustus

Lepitusorganisatsioon: The European Ombudsman

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

Teave vaidlustamise tähtaegade kohta: 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.

Organisatsioon, mis annab lisateavet hankemenetluse kohta: European Central Bank
Hankedokumentidele internetivälisest juurdepääsu pakkuv organisatsioon: European Central Bank

Organisatsioon, mis annab lisateavet vaidlustamise kohta: European Central Bank

Organisatsioon, millele laekuvad osalemistaotlused: European Central Bank

Pakkumusi menetlev organisatsioon: European Central Bank

8. Organisatsioonid

8.1. ORG-0001

Ametlik nimi: European Central Bank

Registreerimisnumber: 0001

Postiaadress: Sonnemannstrasse 22

Linn: Frankfurt am Main

Sihtnumber: 60314

Riik – jaotus (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Riik: Saksamaa

Kontaktpunkt: Central Procurement Office

E-posti aadress: procurement@ecb.europa.eu

Telefon: +49 6913440

Internetiaadress: <https://www.ecb.europa.eu>

Teavevahetuse lõpp-punkt (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Muud kontaktpunktid:

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

Postiaadress: Sonnemannstrasse 22

Linn: Frankfurt am Main

Sihtnumber: 60314

Riik – jaotus (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Riik: Saksamaa

Kontaktpunkt: Legal Advice Team

E-posti aadress: LegalServices@ecb.europa.eu

Telefon: +49 6913440

Faks: +49 6913446886

Internetiaadress: <http://www.ecb.europa.eu>

Selle organisatsiooni rollid:

Hankija

Organisatsioon, mis annab lisateavet hankemenetluse kohta

Hankedokumentidele internetivälisest juurdepääsu pakkuv organisatsioon

Organisatsioon, millele laekuvad osalemistaotlused

Pakkumusi menetlev organisatsioon

Vaidlustusorgan

Organisatsioon, mis annab lisateavet vaidlustamise kohta

8.1. ORG-0002

Ametlik nimi: The European Ombudsman

Registreerimisnumber: 0002

Postiaadress: 1 avenue du Pr?sident Robert Schuman, CS 30403

Linn: Strasbourg

Sihtnumber: 67001

Riik – jaotus (NUTS): Bas-Rhin (FRF11)

Riik: Prantsusmaa

Kontaktpunkt: The European Ombudsman

E-posti aadress: eo@ombudsman.europa.eu

Telefon: +33 388172313

Internetiaadress: <https://www.ombudsman.europa.eu/en/home>

Selle organisatsiooni rollid:

Lepitusorganisatsioon

Teave teate kohta

Teate tunnus/version: 2fae5821-c3c0-4f02-ac90-96bd8e511159 - 01

Vormi liik: Hange

Teate liik: Hanketeade või kontsessiooniteade – üldkord

Teate alaliik: 16

Teate saatmise kuupäev: 02/02/2026 16:14:08 (UTC+00:00) Lääne-Euroopa aeg, Greenwichi aeg

Keeled, milles käesolev teade on ametlikult kättesaadav: inglise keel

Teate avaldamise number: 80204-2026

ELT S väljaande number: 24/2026

Avaldamise kuupäev: 04/02/2026