

40854-2026 - Mise en concurrence

Allemagne – Services de voyages d'affaires – Provision of Travel services

OJ S 13/2026 20/01/2026

Avis de marché ou de concession – régime ordinaire - Avis de changement
Services

1. Acheteur

1.1. Acheteur

Nom officiel: European Central Bank

Adresse électronique: procurement@ecb.europa.eu

Forme juridique de l'acheteur: Institution, organe ou agence de l'UE

Activité du pouvoir adjudicateur: Affaires économiques

2. Procédure

2.1. Procédure

Titre: Provision of Travel services

Description: 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.

Identifiant de la procédure: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Identifiant interne: PRO-2249747029

Type de procédure: Négociée avec publication préalable d'un appel à la concurrence / concurrentielle avec négociation

La procédure est accélérée: non

Principales caractéristiques de la procédure et informations sur l'endroit où obtenir les règles complètes applicables à la procédure: 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. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 79997000 Services de voyages d'affaires

Nomenclature complémentaire (cpv): 63510000 Services d'agences de voyages et services similaires

2.1.2. Lieu d'exécution

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

2.1.3. Valeur

Valeur estimée hors TVA: 1 500 000,00 EUR

2.1.4. Informations générales

Informations complémentaires: 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.

Base juridique:

Autre

<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. Motifs d'exclusion

Sources des motifs d'exclusion: Document de marché

5. Lot

5.1. Lot: LOT-0001

Titre: Provision of Travel Services

Description: 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.

Identifiant interne: PRO-2249747029

5.1.1. Objet

Nature principale du marché: Services

Nomenclature principale (cpv): 79997000 Services de voyages d'affaires

Nomenclature complémentaire (cpv): 63510000 Services d'agences de voyages et services similaires

Options:

Description des options: The contract is subject to renewal.

5.1.2. Lieu d'exécution

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

5.1.3. Durée estimée

Durée: 60 Mois

5.1.4. Reconduction

Nombre maximum de reconductions: 1

Autres informations sur le renouvellement: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.5. Valeur

Valeur estimée hors TVA: 1 250 000,00 EUR

5.1.6. Informations générales

Participation réservée:

La participation n'est pas réservée.

Projet de passation de marché non financé par des fonds de l'UE

Le marché relève de l'accord sur les marchés publics (AMP): non

5.1.9. Critères de sélection

Sources des critères de sélection: Document de marché

Informations sur la seconde étape d'une procédure en deux étapes:

Nombre minimal de candidats à inviter pour la seconde étape de la procédure: 3

La procédure se déroulera en plusieurs étapes. À chaque étape, certains candidats peuvent être éliminés

L'acheteur se réserve le droit d'attribuer le marché sur la base des offres initiales sans mener de négociations

5.1.10. Critères d'attribution

Critère:

Type: Qualité

Description: As specified in the procurement document.

Critère:

Type: Prix

Description: As specified in the procurement document.

5.1.11. Documents de marché

Adresse des documents de marché: <https://eu.mu.ariba.com/uav/project/?token=577a6147-94d8-4f0b-81eb-76e5bea79e4b>

Canal de communication ad hoc:

Nom: ECB e-tendering platform

URL: <https://eu.mu.ariba.com/uav/project/?token=577a6147-94d8-4f0b-81eb-76e5bea79e4b>

5.1.12. Conditions du marché public

Conditions de soumission:

Soumission par voie électronique: Requise

Adresse de soumission: <https://eu.mu.ariba.com/uav/project/?token=577a6147-94d8-4f0b-81eb-76e5bea79e4b>

Langues dans lesquelles les offres ou demandes de participation/candidatures peuvent être présentées: anglais

Catalogue électronique: Non autorisée

Variantes: Non autorisée

Date limite de réception des demandes de participation/candidatures: 23/01/2026 11:00:00 (UTC+00:00) Heure de l'Europe occidentale, GMT

Conditions du marché:

Le contrat doit être exécuté dans le cadre de programmes d'emplois protégés: Non

Facturation électronique: Requise

La commande en ligne sera utilisée: oui

Le paiement électronique sera utilisé: oui

5.1.15. Techniques

Accord-cadre:

Pas d'accord-cadre

Informations sur le système d'acquisition dynamique:

Pas de système d'acquisition dynamique

5.1.16. Informations complémentaires, médiation et recours

Organisation chargée des procédures de médiation: The European Ombudsman

Organisation chargée des procédures de recours: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Description des délais d'introduction des procédures de recours: 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 qui fournit des informations complémentaires sur la procédure de passation de marché: European Central Bank

Organisation qui fournit un accès hors ligne aux documents de marché: European Central Bank

Organisation qui fournit des précisions concernant l'introduction des recours: European Central Bank

Organisation qui reçoit les demandes de participation/candidatures: European Central Bank

Organisation qui traite les offres: European Central Bank

8. Organisations**8.1. ORG-0001**

Nom officiel: European Central Bank

Numéro d'enregistrement: 0001

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

Point de contact: Central Procurement Office

Adresse électronique: procurement@ecb.europa.eu

Téléphone: +49 6913440

Adresse internet: <https://www.ecb.europa.eu>

Adresse URL pour l'échange d'informations: <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Autres points de contact:

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

Adresse postale: Sonnemannstrasse 22

Ville: Frankfurt am Main

Code postal: 60314

Subdivision pays (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pays: Allemagne

Point de contact: Legal Advice Team

Adresse électronique: LegalServices@ecb.europa.eu

Téléphone: +49 6913440

Télécopieur: +49 6913446886

Adresse internet: <http://www.ecb.europa.eu>

Rôles de cette organisation:

Acheteur

Organisation qui fournit des informations complémentaires sur la procédure de passation de marché

Organisation qui fournit un accès hors ligne aux documents de marché

Organisation qui reçoit les demandes de participation/candidatures

Organisation qui traite les offres

Organisation chargée des procédures de recours

Organisation qui fournit des précisions concernant l'introduction des recours

8.1. ORG-0002

Nom officiel: The European Ombudsman

Numéro d'enregistrement: 0002

Adresse postale: 1 avenue du Président Robert Schuman, CS 30403

Ville: Strasbourg

Code postal: 67001

Subdivision pays (NUTS): Bas-Rhin (FRF11)

Pays: France

Point de contact: The European Ombudsman

Adresse électronique: eo@ombudsman.europa.eu

Téléphone: +33 388172313

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

Rôles de cette organisation:

Organisation chargée des procédures de médiation

10. Changement

Version de l'avis antérieur à modifier

:

1e02a77e-2f2c-493e-97bc-99487628b9c4-01

Principale raison du changement

:

Mise à jour d'informations

Description

:

Due to a system technical error, submission was not possible in some cases, therefore in order to maintain a fair competition, the deadline has to be extended until 23 January 2026, while the error is fixed.

10.1. Changement

Identifiant de la section: LOT-0001

Informations relatives à l'avis

Identifiant/version de l'avis: 0cab38ba-55d3-405e-af21-ba9fe8e8625c - 01

Type de formulaire: Mise en concurrence

Type d'avis: Avis de marché ou de concession – régime ordinaire

Sous-type d'avis: 16

Date d'envoi de l'avis: 16/01/2026 15:25:30 (UTC+00:00) Heure de l'Europe occidentale, GMT

Langues dans lesquelles l'avis en question est officiellement disponible: anglais

Numéro de publication de l'avis: 40854-2026

Numéro de publication au JO S: 13/2026

Date de publication: 20/01/2026