

40854-2026 - Iomaíocht

An Ghearmáin – Business travel services – Provision of Travel services

OJ S 13/2026 20/01/2026

Fógra maidir le conradh nó lamháltas — an gnáthchóras - Fógra maidir le hathrú
Seirbhísí

1. Ceannaitheoir

1.1. Ceannaitheoir

Ainm oifigiúil: European Central Bank

R-phost: procurement@ecb.europa.eu

Cineál dlíthiúil an cheannaitheora: Institiúid, comhlact nó gníomhaireacht de chuid an AE

Gníomhaíocht an údaráis chonarthaigh: Gnóthaí eacnamaíocha

2. Nós imeachta

2.1. Nós imeachta

Teideal: Provision of Travel services

Cur síos: 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.

Aitheantóir an nós imeachta: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Aitheantóir inmheánach: PRO-2249747029

An cineál nós imeachta: Idirbheartaíocht lena mbaineann foilsiú roimh ré glao ar iomaíocht / iomaíocht lena mbaineann idirbheartaíocht

Tá an nós imeachta á bhrostú: níl

Príomhghnéithe an nós imeachta: 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. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 79997000 Business travel services

Aicmiú breise (cpv): 63510000 Travel agency and similar services

2.1.2. An áit feidhmíochta

Seoladh poist: Sonnemannstrasse 22

Baile: Frankfurt am Main

Cód poist: 60314

Foroinn tíre (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Tír: An Ghearmáin

2.1.3. Luach

Luach measta gan CBL a áireamh: 1 500 000,00 EUR

2.1.4. Eolas ginearálta

Eolas breise: 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.

Bunús dlí:

Eile

<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. Forais eisiaimh

Foinse na gcúiseanna eisiúna: Doiciméad Soláthair

5. Luchtóg

5.1. Luchtóg: LOT-0001

Teideal: Provision of Travel Services

Cur síos: 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.

Aitheantóir inmheánach: PRO-2249747029

5.1.1. Cuspóir

Cineál an chonartha: Seirbhísí

Príomhaicmiú (cpv): 79997000 Business travel services

Aicmiú breise (cpv): 63510000 Travel agency and similar services

Roghanna:

Cur síos ar na roghanna: The contract is subject to renewal.

5.1.2. An áit feidhmíochta

Seoladh poist: Sonnemannstrasse 22

Baile: Frankfurt am Main

Cód poist: 60314

Foroinn tíre (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Tír: An Ghearmáin

5.1.3. Fad measta

Fad ama: 60 Míonna

5.1.4. Athnuachan

Athnuachaintí uasta: 1

Tuilleadh eolais faoi athnuachain: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.5. Luach

Luach measta gan CBL a áireamh: 1 250 000,00 EUR

5.1.6. Eolas ginearálta

Rannpháirtíocht fhorchoimeádta:

Ní fhorchoimeádtar an rannpháirtíocht.

Tionscadal soláthair nach maoinítear le cistí an Aontais

Tá an soláthar cumhdaithe ag an gComhaontú maidir le Soláthar Rialtais (GPA): níl

5.1.9. Critéir roghnúcháin

Foinse na gcritéir roghnaithe: Doiciméad Soláthair

Eolas faoin dara céim de nós imeachta dhá chéim:

An líon íosta iarrthóirí a dtabharfar cuireadh dóibh chuig an dara céim den nós imeachta: 3

Beidh an nós imeachta ar siúl i gcéimeanna comhleanúnacha. I ngach céim, d'fhéadfaí roinnt rannpháirtithe a dhíchur

Forchoimeádann an ceannaitheoir an ceart an Conradh a dhámhachtain ar bhonn na dtairiscintí tosaigh gan aon chaibidlíocht eile

5.1.10. Critéir dhámhachtana

Critéar:

Cineál: Cáilíocht

Cur síos: As specified in the procurement document.

Critéar:

Cineál: Praghas

Cur síos: As specified in the procurement document.

5.1.11. Doiciméid soláthair

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

Cainéal cumarsáide ad hoc:

Ainm: ECB e-tendering platform

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

5.1.12. Téarmaí soláthair

Téarmaí na haighneachta:

Cur isteach leictreonach: Éigeantach

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

Na teangacha inar féidir tairiscintí nó iarrataí ar rannpháirtíocht a chur isteach: Béarla

Catalóg leictreonach: Ní ceadmhach

Leaganacha malartacha: Ní ceadmhach

Spríodhata chun iarrataí ar rannpháirtíocht a fháil: 23/01/2026 11:00:00 (UTC+00:00) Am Iarthar na hEorpa, GMT

Téarmaí an chonartha:

Ní mór an Conradh a chur i gcrích faoi chuimsiú clár fostaíochta dídeanaí: Ní hea

Sonrascú leictreonach: Éigeantach

Úsáidfear ordú leictreonach: tá

Úsáidfear íocaíocht leictreonach: tá

5.1.15. Teicnící

Creat-chomhaontú:

Níl feidhm ag creat-chomhaontú

Eolas faoin gcóras ceannaigh dinimiciúil:

Níl feidhm ag córas ceannaigh dinimiciúil

5.1.16. Tuilleadh eolais, idirghabháil agus athbhreithniú

Eagraíocht idirghabhála: The European Ombudsman

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

Eolas faoi spriocdhátaí athbhreithnithe: 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.

Eagraíocht a sholáthraíonn faisnéis bhreise faoin nós imeachta soláthair: European Central Bank

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair: European Central Bank

Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe: European Central Bank

Eagraíocht a fhaigheann iarratais ar rannpháirtíocht: European Central Bank

Eagraíocht a phróiseálann tairiscintí: European Central Bank

8. Eagraíochtaí

8.1. ORG-0001

Ainm oifigiúil: European Central Bank

Uimhir chlárúcháin: 0001

Seoladh poist: Sonnemannstrasse 22

Baile: Frankfurt am Main

Cód poist: 60314

Forinn tíre (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Tír: An Ghearmáin

Pointe teagmhála: Central Procurement Office

R-phost: procurement@ecb.europa.eu

Teil.: +49 6913440

Seoladh idirlín: <https://www.ecb.europa.eu>

Críochphointe malartaithe faisnéise (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Pointí teagmhála eile:

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

Seoladh poist: Sonnemannstrasse 22

Baile: Frankfurt am Main

Cód poist: 60314

Forinn tíre (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Tír: An Ghearmáin

Pointe teagmhála: Legal Advice Team

R-phost: LegalServices@ecb.europa.eu

Teil.: +49 6913440

Facs: +49 6913446886

Seoladh idirlín: <http://www.ecb.europa.eu>

Róil na heagraíochta seo:

Ceannaitheoir

Eagraíocht a sholáthraíonn faisnéis bhreise faoin nós imeachta soláthair

Eagraíocht a sholáthraíonn rochtain as líne ar na doiciméid soláthair
Eagraíocht a fhaigheann iarratais ar rannpháirtíocht
Eagraíocht a phróiseálann tairiscintí
Eagraíocht athbhreithniúcháin
Eagraíocht a sholáthraíonn tuilleadh faisnéise faoi na nósanna imeachta athbhreithnithe

8.1. **ORG-0002**

Ainm oifigiúil: The European Ombudsman
Uimhir chlárúcháin: 0002
Seoladh poist: 1 avenue du Président Robert Schuman, CS 30403
Baile: Strasbourg
Cód poist: 67001
Foroinn tíre (NUTS): Bas-Rhin (FRF11)
Tír: An Fhrainc
Pointe teagmhála: The European Ombudsman
R-phost: eo@ombudsman.europa.eu
Teil.: +33 388172313
Seoladh idirlín: <https://www.ombudsman.europa.eu/en/home>
Róil na heagraíochta seo:
Eagraíocht idirghabhála

10. Athraigh

Leagan den fhógra roimhe seo atá le hathrú
:
1e02a77e-2f2c-493e-97bc-99487628b9c4-01
An phríomhchúis leis an athrú
:
Faisnéis nuashonraithe
Cur síos
:

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. **Athraigh**

Aitheantóir rannáin: LOT-0001

Eolas faoin bhfógra

Aitheantóir/leagan an fhógra: 0cab38ba-55d3-405e-af21-ba9fe8e8625c - 01
Cineál na foirme: lomaíocht
Cineál an fhógra: Fógra maidir le Conradh nó lamháltas — an gnáthchóras
Fochineál an fhógra: 16
Dáta seolta an fhógra: 16/01/2026 15:25:30 (UTC+00:00) Am Iarthar na hEorpa, GMT
Na teangacha ina bhfuil an fógra seo ar fáil go hoifigiúil: Béarla
Uimhir foilseacháin an fhógra: 40854-2026
Uimhir eagráin IO S: 13/2026
Dáta foilsithe: 20/01/2026