

## 40854-2026 - Nadmetanje

Njemačka – Usluge u vezi s poslovnim putovanjima – Provision of Travel services

OJ S 13/2026 20/01/2026

Obavijest o nadmetanju ili koncesiji – standardni režim - Obavijest o promjeni

Usluge

### 1. Kupac

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#### 1.1. Kupac

Službeno ime: European Central Bank

E-pošta: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

Pravni oblik kupca: Institucija, tijelo ili agencija EU-a

Djelatnost javnog naručitelja: Ekonomski poslovi

### 2. Postupak

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#### 2.1. Postupak

Naslov: Provision of Travel services

Opis: 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.

Identifikacijska oznaka postupka: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Interna identifikacijska oznaka: PRO-2249747029

Vrsta postupka: Pregovarački s prethodnom objavom poziva na nadmetanje / natjecateljski uz pregovore

Postupak je ubrzan: ne

Glavna obilježja postupka: 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. Svrha

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 79997000 Usluge u vezi s poslovnim putovanjima

Dodatna klasifikacija (cpv): 63510000 Usluge putničkih agencija i slične usluge

#### 2.1.2. Mjesto izvršenja

Poštanska adresa: Sonnemannstrasse 22

Grad: Frankfurt am Main

Poštanski broj: 60314

Zemlja – podregija (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Zemlja: Njemačka

#### 2.1.3. Vrijednost

Procijenjena vrijednost bez PDV-a: 1 500 000,00 EUR

#### 2.1.4. Opće informacije

Dodatne informacije: 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.

##### Pravna osnova:

Druga

<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. Razlozi za isključenje

Izvori razloga za isključenje: Dokumentacija o nabavi

## 5. Grupa

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#### 5.1. Grupa: LOT-0001

Naslov: Provision of Travel Services

Opis: 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.

Interna identifikacijska oznaka: PRO-2249747029

#### **5.1.1. Svrha**

Priroda ugovora: Usluge

Glavna klasifikacija (cpv): 79997000 Usluge u vezi s poslovnim putovanjima

Dodatna klasifikacija (cpv): 63510000 Usluge putničkih agencija i slične usluge

#### **Opcije:**

Opis opcija: The contract is subject to renewal.

#### **5.1.2. Mjesto izvršenja**

Poštanska adresa: Sonnemannstrasse 22

Grad: Frankfurt am Main

Poštanski broj: 60314

Zemlja – podregija (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Zemlja: Njemačka

#### **5.1.3. Očekivano trajanje**

Trajanje: 60 Mjeseci

#### **5.1.4. Obnova**

Maksimalan broj obnavljanja: 1

Druge informacije o obnovi: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

#### **5.1.5. Vrijednost**

Procijenjena vrijednost bez PDV-a: 1 250 000,00 EUR

#### 5.1.6. Opće informacije

##### **Rezervirano sudjelovanje:**

Sudjelovanje nije rezervirano.

Projekt javne nabave ne financira se sredstvima EU-a

Javna nabava obuhvaćena je Sporazumom o javnoj nabavi (GPA): ne

#### 5.1.9. Kriteriji za odabir

Izvori kriterija odabira: Dokumentacija o nabavi

##### **Informacije o drugoj fazi postupka u dvije faze:**

Minimalan broj natjecatelja koji će biti pozvani u drugu fazu postupka: 3

Postupak će se odvijati u uzastopnim fazama. U svakoj fazi neki sudionici mogu biti isključeni

Kupac zadržava pravo dodjele ugovora na temelju početnih ponuda bez daljnjih pregovora

#### 5.1.10. Kriteriji za dodjelu

##### **Kriterij:**

Vrsta: Kvaliteta

Opis: As specified in the procurement document.

##### **Kriterij:**

Vrsta: Cijena

Opis: As specified in the procurement document.

#### 5.1.11. Dokumentacija o nabavi

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

##### **Ad hoc komunikacijski kanal:**

Naziv: ECB e-tendering platform

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

#### 5.1.12. Uvjeti nabave

##### **Uvjeti podnošenja:**

Elektroničko podnošenje: Obvezno

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

Jezici na kojima se mogu podnijeti ponude ili zahtjevi za sudjelovanje: engleski

Elektronički katalog: Nije dopušteno

Varijante: Nije dopušteno

Rok za primitak zahtjeva za sudjelovanje: 23/01/2026 11:00:00 (UTC+00:00)

zapadnoeuropsko vrijeme, GMT

##### **Uvjeti ugovora:**

Ugovor se mora izvršiti u okviru programa zaštićenih radnih mjesta: Ne

Elektroničko izdavanje računa: Obvezno

Naručivanje će biti elektroničko: da

Plaćanje će biti elektroničko: da

#### 5.1.15. Tehnike

##### **Okvirni sporazum:**

Nema okvirnog sporazuma

##### **Informacije o dinamičkom sustavu nabave:**

Nema dinamičkog sustava nabave

#### 5.1.16. Dodatne informacije, posredovanje i pravna zaštita (preispitivanje)

Organizacija za postupke mirenja: The European Ombudsman  
Organizacija za preispitivanje (pravnu zaštitu): European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Informacije o rokovima za preispitivanje: 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.  
Organizacija koja pruža dodatne informacije o postupku javne nabave: European Central Bank  
Organizacija koja osigurava izvanmrežni pristup dokumentaciji o nabavi: European Central Bank  
Organizacija koja pruža više informacija o postupcima preispitivanja (pravne zaštite): European Central Bank  
Organizacija koja prima zahtjeve za sudjelovanje: European Central Bank  
Organizacija koja obrađuje ponude: European Central Bank

## 8. Organizacije

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### 8.1. ORG-0001

Službeno ime: European Central Bank  
Registracijski broj: 0001  
Poštanska adresa: Sonnemannstrasse 22  
Grad: Frankfurt am Main  
Poštanski broj: 60314  
Zemlja – podregija (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)  
Zemlja: Njemačka  
Kontaktna točka: Central Procurement Office  
E-pošta: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Tel.: +49 6913440  
Internet: <https://www.ecb.europa.eu>  
Krajnja točka za razmjenu informacija (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

#### **Ostale kontaktne točke:**

Službeno ime: Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Poštanska adresa: Sonnemannstrasse 22  
Grad: Frankfurt am Main  
Poštanski broj: 60314  
Zemlja – podregija (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)  
Zemlja: Njemačka  
Kontaktna točka: Legal Advice Team  
E-pošta: [LegalServices@ecb.europa.eu](mailto:LegalServices@ecb.europa.eu)  
Tel.: +49 6913440  
Faks: +49 6913446886  
Internet: <http://www.ecb.europa.eu>

#### **Uloge ove organizacije:**

Kupac  
Organizacija koja pruža dodatne informacije o postupku javne nabave  
Organizacija koja osigurava izvanmrežni pristup dokumentaciji o nabavi  
Organizacija koja prima zahtjeve za sudjelovanje

Organizacija koja obrađuje ponude  
Organizacija za preispitivanje (pravnu zaštitu)  
Organizacija koja pruža više informacija o postupcima preispitivanja (pravne zaštite)

#### 8.1. **ORG-0002**

Službeno ime: The European Ombudsman  
Registracijski broj: 0002  
Poštanska adresa: 1 avenue du Président Robert Schuman, CS 30403  
Grad: Strasbourg  
Poštanski broj: 67001  
Zemlja – podregija (NUTS): Bas-Rhin (FRF11)  
Zemlja: Francuska  
Kontaktna točka: The European Ombudsman  
E-pošta: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)  
Tel.: +33 388172313  
Internet: <https://www.ombudsman.europa.eu/en/home>  
**Uloge ove organizacije:**  
Organizacija za postupke mirenja

## 10. Promjena

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Verzija prethodne obavijesti koja se mijenja  
:  
1e02a77e-2f2c-493e-97bc-99487628b9c4-01

Glavni razlog promjene

:  
Ažurirane informacije

Opis

:  
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. **Promjena**

Identifikator odjeljka: LOT-0001

## Informacije o obavijesti

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Identifikacijska oznaka / verzija obavijesti: 0cab38ba-55d3-405e-af21-ba9fe8e8625c - 01  
Vrsta obrasca: Nadmetanje  
Vrsta obavijesti: Obavijest o nadmetanju ili koncesiji – standardni režim  
Podvrsta obavijesti: 16  
Datum slanja obavijesti: 16/01/2026 15:25:30 (UTC+00:00) zapadnoeuropsko vrijeme, GMT  
Jezici na kojima je ova obavijest službeno dostupna: engleski  
Broj objave obavijesti: 40854-2026  
Broj izdanja SL S-a: 13/2026  
Datum objave: 20/01/2026