

40854-2026 - Konkursas

Vokietija – Verslo kelionių paslaugos – Provision of Travel services

OJ S 13/2026 20/01/2026

Skelbimas apie pirkimą arba koncesiją. Įprasta tvarka - Skelbimas apie pakeitimą
Paslaugos

1. Pirkėjas

1.1. Pirkėjas

Oficialus pavadinimas: European Central Bank

E. paštas: procurement@ecb.europa.eu

Pirkėjo teisinė forma: ES institucija, įstaiga ar agentūra

Perkančiosios organizacijos veiklos sritis: Ekonomikos ir finansų reikalai

2. Procedūra

2.1. Procedūra

Pavadinimas: Provision of Travel services

Aprašymas: 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.

Procedūros identifikatorius: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Vidaus identifikatorius: PRO-2249747029

Pirkimo būdas: Derybos su išankstiniu kvietimu dalyvauti konkurse ir (arba) konkursas su derybomis

Procedūra pagreitinta: ne

Pagrindiniai procedūros ypatumai: 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. Tikslas

Sutarties objektas: Paslaugos

Pagrindinis klasifikacijos kodas (cpv): 79997000 Verslo kelionių paslaugos

Kiti klasifikacijos kodai (cpv): 63510000 Kelionių agentūrų ir panašios paslaugos

2.1.2. Sutarties vykdymo vieta

Pašto adresas: Sonnemannstrasse 22

Miestas: Frankfurt am Main

Pašto kodas: 60314

Šalies administracinis vienetas (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Šalis: Vokietija

2.1.3. Vertė

Numatoma vertė be PVM: 1 500 000,00 EUR

2.1.4. Bendra informacija

Papildoma informacija: 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.

Teisinis pagrindas:

Kitas

<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. Pašalinimo pagrindai

Pašalinimo pagrindų šaltiniai: Pirkimo dokumentas

5. Pirkimo dalis

5.1. Pirkimo dalis: LOT-0001

Pavadinimas: Provision of Travel Services

Aprašymas: 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.

Vidaus identifikatorius: PRO-2249747029

5.1.1. Tikslas

Sutarties objektas: Paslaugos

Pagrindinis klasifikacijos kodas (cpv): 79997000 Verslo kelionių paslaugos

Kiti klasifikacijos kodai (cpv): 63510000 Kelionių agentūrų ir panašios paslaugos

Pasirinkimo galimybės:

Galimybių aprašymas: The contract is subject to renewal.

5.1.2. Sutarties vykdymo vieta

Pašto adresas: Sonnemannstrasse 22

Miestas: Frankfurt am Main

Pašto kodas: 60314

Šalies administracinis vienetas (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Šalis: Vokietija

5.1.3. Numatomas galiojimas

Galiojimas: 60 Mėnesiai

5.1.4. Atnaujinimas

Daugiausiai atnaujinimų: 1

Kitos informacijos apie atnaujinimą: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.5. Vertė

Numatoma vertė be PVM: 1 250 000,00 EUR

5.1.6. Bendra informacija

Rezervuota dalyvavimo teisė:

Dalyvavimas nerezervuotas.

Iš ES fondų nefinansuojamas pirkimo projektas

Pirkimui taikoma Sutartis dėl viešųjų pirkimų (SVP): ne

5.1.9. Atrankos kriterijai

Pasirinkimo kriterijų šaltiniai: Pirkimo dokumentas

Informacija apie dviejų etapų procedūros antrąjį etapą:

Mažiausias į antrąjį procedūros etapą kviečiamų kandidatų skaičius: 3

Procedūra vyks nuosekliais etapais. Kiekviename etape kai kurie dalyviai gali būti pašalinti

Pirkėjas pasilieka teisę skirti sutartį remdamasis pirminiais pasiūlymais ir be derybų

5.1.10. Skyrimo kriterijai

Kriterijus:

Rūšis: Kokybė

Aprašymas: As specified in the procurement document.

Kriterijus:

Rūšis: Kaina

Aprašymas: As specified in the procurement document.

5.1.11. Pirkimo dokumentai

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

Ad hoc ryšių kanalas:

Pavadinimas: ECB e-tendering platform

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

5.1.12. Pirkimo sąlygos

Pateikimo sąlygos:

Pateikimas elektroninėmis priemonėmis: Privalomos

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

Kalbos, kuriomis galima pateikti pasiūlymus arba dalyvavimo prašymus: anglų kalba

Elektroninis katalogas: Draudžiamos

Alternatyvūs pasiūlymai: Draudžiamos

Dalyvavimo prašymų priėmimo terminas: 23/01/2026 11:00:00 (UTC+00:00) Vakarų Europos laikas, GMT

Sutarties sąlygos:

Sutartis turi būti vykdoma pagal globojamų darbo grupių užimtumo programas: Ne

Elektroninės sąskaitos faktūros: Privalomos

Bus naudojami elektroniniai užsakymai: taip

Bus naudojami elektroniniai mokėjimai: taip

5.1.15. Metodai

Preliminarioji sutartis:

Preliminariosios sutarties nėra

Informacija apie dinaminę pirkimo sistemą:

Dinaminės pirkimo sistemos nėra

5.1.16. Išsamesnė informacija, tarpininkavimas ir peržiūra

Tarpininkavimo organizacija: The European Ombudsman

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

Informacija apie peržiūros terminus: 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, teikianti papildomą informaciją apie pirkimo procedūrą: European Central Bank

Organizacija, teikianti neinternetinę prieigą prie pirkimo dokumentų: European Central Bank

Organizacija, teikianti daugiau informacijos apie peržiūros procedūras: European Central Bank

Organizacija, priimanti dalyvavimo prašymus: European Central Bank

Organizacija, tvarkanti pasiūlymus: European Central Bank

8. Organizacijos

8.1. ORG-0001

Oficialus pavadinimas: European Central Bank

Registracijos numeris: 0001

Pašto adresas: Sonnemannstrasse 22

Miestas: Frankfurt am Main

Pašto kodas: 60314

Šalies administracinis vienetas (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Šalis: Vokietija

Ryšių centras: Central Procurement Office

E. paštas: procurement@ecb.europa.eu

Telefono numeris: +49 6913440

Interneto adresas: <https://www.ecb.europa.eu>

Informacijos mainų galinis taškas (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Kiti ryšių centrai:

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

Pašto adresas: Sonnemannstrasse 22

Miestas: Frankfurt am Main

Pašto kodas: 60314

Šalies administracinis vienetas (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Šalis: Vokietija

Ryšių centras: Legal Advice Team

E. paštas: LegalServices@ecb.europa.eu

Telefono numeris: +49 6913440

Fakso numeris: +49 6913446886

Interneto adresas: <http://www.ecb.europa.eu>

Šios organizacijos vaidmenys:

Pirkėjas

Organizacija, teikianti papildomą informaciją apie pirkimo procedūrą

Organizacija, teikianti neinternetinę prieigą prie pirkimo dokumentų

Organizacija, priimanti dalyvavimo prašymus

Organizacija, tvarkanti pasiūlymus

Peržiūros organizacija

Organizacija, teikianti daugiau informacijos apie peržiūros procedūras

8.1. ORG-0002

Oficialus pavadinimas: The European Ombudsman

Registracijos numeris: 0002

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

Miestas: Strasbourg

Pašto kodas: 67001

Šalies administracinis vienetas (NUTS): Bas-Rhin (FRF11)

Šalis: Prancūzija

Ryšių centras: The European Ombudsman

E. paštas: eo@ombudsman.europa.eu

Telefono numeris: +33 388172313

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

Šios organizacijos vaidmenys:

Tarpininkavimo organizacija

10. Pakeitimas

Ankstesnė skelbimo redakcija, kuri turi būti pakeista

:

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

Pagrindinė pakeitimo priežastis

:

Atnaujinta informacija

Aprašymas

:

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. Pakeitimas

Skirsnio identifikatorius: LOT-0001

Skelbimo informacija

Skelbimo identifikatorius / versija: 0cab38ba-55d3-405e-af21-ba9fe8e8625c - 01

Formos tipas: Konkursas

Skelbimo rūšis: Skelbimas apie pirkimą arba koncesiją. Įprasta tvarka

Skelbimo porūšis: 16

Skelbimo išsiuntimo data: 16/01/2026 15:25:30 (UTC+00:00) Vakarų Europos laikas, GMT

Kalbos, kuriomis šis skelbimas oficialiai skelbiamas: anglų kalba

Skelbimo paskelbimo numeris: 40854-2026

OL S numeris: 13/2026

Paskelbimo data: 20/01/2026