

40854-2026 - Kompetizzjoni

Il-Ġermanja – Servizzi ta' l-ivjaġġar tan-negozju – Provision of Travel services

OJ S 13/2026 20/01/2026

Avviż tal-kuntratt jew tal-konċessjoni – reġim standard - Avviż tal-bidla

Servizzi

1. Xerrej

1.1. Xerrej

Isem uffiċjali: European Central Bank

Email: procurement@ecb.europa.eu

Tip legali tax-xerrej: Istituzzjoni, korp jew aġenzija tal-UE

Attività tal-awtorità kontraenti: Affarijiet ekonomiċi

2. Proċedura

2.1. Proċedura

Titlu: Provision of Travel services

Deskrizzjoni: 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.

Identifikatur tal-proċedura: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Identifikatur intern: PRO-2249747029

Tip ta' proċedura: Innegożjata bil-pubblikazzjoni minn qabel ta' sejha għall-kompetizzjoni/għall-kompetizzjoni bin-negożjar

Il-proċedura hija aċċellerata: le

Elementi prinċipali tal-proċedura: 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. Għan

Natura tal-kuntratt: Servizzi

Klassifikazzjoni prinċipali (cpv): 79997000 Servizzi ta' l-ivjaġġar tan-negozju

Klassifikazzjoni addizzjonali (cpv): 63510000 Servizzi mill-aġenziji ta' l-ivvjaġġar, u simili

2.1.2. Post tal-prestazzjoni

Indirizz postali: Sonnemannstrasse 22

Belt: Frankfurt am Main

Kodiċi postali: 60314

Sottodivizjoni tal-pajjiż (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pajjiż: Il-Ġermanja

2.1.3. Valur

Valur stmat mingħajr VAT: 1 500 000,00 EUR

2.1.4. Informazzjoni ġenerali

Informazzjoni addizzjonali: 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.

Baži legali:

leħor

<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. Raġunijiet għall-eskluzjoni

Sors tal-motivi għall-eżklussjoni: Dokument tal-Akkwist

5. Lott

5.1. Lott: LOT-0001

Titlu: Provision of Travel Services

Deskrizzjoni: 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.

Identifikatur intern: PRO-2249747029

5.1.1. Għan

Natura tal-kuntratt: Servizzi

Klassifikazzjoni prinċipali (cpv): 79997000 Servizzi ta' l-ivjaġġar tan-negozju

Klassifikazzjoni addizzjonali (cpv): 63510000 Servizzi mill-aġenziji ta' l-ivvjaġġar, u simili

Għażliet:

Deskrizzjoni tal-għażliet: The contract is subject to renewal.

5.1.2. Post tal-prestazzjoni

Indirizz postali: Sonnemannstrasse 22

Belt: Frankfurt am Main

Kodiċi postali: 60314

Sottodivizjoni tal-pajjiż (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Pajjiż: Il-Ġermanja

5.1.3. Tul ta' żmien stmat

Tul ta' żmien: 60 Xhur

5.1.4. Tiġdid

Numru massimu ta' tiġdid: 1

Informazzjoni oħra dwar it-tiġdid: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.5. Valur

Valur stmat mingħajr VAT: 1 250 000,00 EUR

5.1.6. Informazzjoni generali

Parteċipazzjoni riżervata:

Il-parteċipazzjoni mhijiex riżervata.

Proġett ta' akkwist mhux iffinanzjat mill-Fondi tal-UE

L-akkwist huwa kopert mill-Ftehim dwar l-Akkwisti Pubbliċi (GPA): le

5.1.9. Kriterji tal-għażla

Sors tal-kriterji ta' għażla: Dokument tal-Akkwist

Informazzjoni dwar it-tieni stadju ta' proċedura b'żewġ stadji:

Numru minimu ta' kandidati li għandhom jiġu mistiedna għat-tieni stadju tal-proċedura: 3

Il-proċedura se ssir fi stadji suċċessivi. F'kull stadju, xi parteċipanti jistgħu jiġu eliminati

lx-xerrej jirriżerva d-dritt li jagħti l-kuntratt abbażi tal-offerti inizjali mingħajr negozjar ulterjuri

5.1.10. Kriterji tal-għoti

Kriterju:

Tip: Kwalità

Deskrizzjoni: As specified in the procurement document.

Kriterju:

Tip: Prezz

Deskrizzjoni: As specified in the procurement document.

5.1.11. Dokumenti tal-akkwist

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

Mezz ta' komunikazzjoni ad hoc:

Isem: ECB e-tendering platform

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

5.1.12. Termini tal-akkwist

Termini tas-sottomissjoni:

Sottomissjoni elettronika: Meħtieġa

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

Lingwi li bihom jistgħu jiġu sottomessi offerti jew talbiet għall-parteċipazzjoni: Ingliż

Katalogu elettroniku: Mhux permessa

Varjanti: Mhux permessa

Skadenza biex jintlaqgħu t-talbiet għall-parteċipazzjoni: 23/01/2026 11:00:00 (UTC+00:00) Hin tal-Ewropa tal-Punent, GMT

Termini tal-kuntratt:

L-eżekuzzjoni tal-kuntratt għandha titwettaq fil-qafas ta' programmi ta' impjiegi protetti: Le

Fatturazzjoni elettronika: Meħtieġa

Se tintuża l-ordni elettronika: iva

Se jintuża l-pagament elettroniku: iva

5.1.15. Tekniki

Ftehim qafas:

Ebda ftehim ta' qafas

Informazzjoni dwar is-sistema dinamika tax-xiri:

Ebda sistema dinamika ta' xiri

5.1.16. Aktar informazzjoni, medjazzjoni u rieżami

Organizzazzjoni tal-medjazzjoni: The European Ombudsman
Organizzazzjoni tar-rieżami: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Informazzjoni dwar l-iskadenzi tar-rieżami: 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.
Organizzazzjoni li tipprovdi informazzjoni addizzjonali dwar il-proċedura tal-akkwist: European Central Bank
Organizzazzjoni li tipprovdi aċċess offline għad-dokumenti tal-akkwist: European Central Bank
Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami: European Central Bank
Organizzazzjoni li tirċievi t-talbiet għall-parteciġazzjoni: European Central Bank
Organizzazzjoni li tipproċessa l-offerti: European Central Bank

8. Organizzazzjonijiet

8.1. ORG-0001

Isem uffiċjali: European Central Bank
Numru tar-reġistrazzjoni: 0001
Indirizz postali: Sonnemannstrasse 22
Belt: Frankfurt am Main
Kodiċi postali: 60314
Sottodivizjoni tal-pajjiż (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Pajjiż: Il-Ġermanja
Punt ta' kuntatt: Central Procurement Office
Email: procurement@ecb.europa.eu
Telefown: +49 6913440
Indirizz tal-internet: <https://www.ecb.europa.eu>
Endpoint tal-iskambju ta' informazzjoni (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Punti ta' kuntatt oħra:

Isem uffiċjali: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Indirizz postali: Sonnemannstrasse 22
Belt: Frankfurt am Main
Kodiċi postali: 60314
Sottodivizjoni tal-pajjiż (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Pajjiż: Il-Ġermanja
Punt ta' kuntatt: Legal Advice Team
Email: LegalServices@ecb.europa.eu
Telefown: +49 6913440
Fax: +49 6913446886
Indirizz tal-internet: <http://www.ecb.europa.eu>

Rwoli ta' din l-organizzazzjoni:

Xerrej
Organizzazzjoni li tipprovdi informazzjoni addizzjonali dwar il-proċedura tal-akkwist
Organizzazzjoni li tipprovdi aċċess offline għad-dokumenti tal-akkwist
Organizzazzjoni li tirċievi t-talbiet għall-parteciġazzjoni
Organizzazzjoni li tipproċessa l-offerti

Organizzazzjoni tar-rieżami
Organizzazzjoni li tipprovdi iktar informazzjoni dwar proċeduri tar-rieżami

8.1. **ORG-0002**

Isem uffiċjali: The European Ombudsman
Numru tar-registrazzjoni: 0002
Indirizz postali: 1 avenue du Pr?sident Robert Schuman, CS 30403
Belt: Strasbourg
Kodiċi postali: 67001
Sottodivizjoni tal-pajjiż (NUTS): Bas-Rhin (FRF11)
Pajjiż: Franza
Punt ta' kuntatt: The European Ombudsman
Email: eo@ombudsman.europa.eu
Telefown: +33 388172313
Indirizz tal-internet: <https://www.ombudsman.europa.eu/en/home>
Rwoli ta' din l-organizzazzjoni:
Organizzazzjoni tal-medjazzjoni

10. Bidla

Verżjoni tal-avviż preċedenti li għandu jinbidel

:

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

Raġuni ewlenija għall-bidla

:

Informazzjoni aġġornata

Deskrizzjoni

:

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. **Bidla**

Identifikatur tas-sezzjoni: LOT-0001

Informazzjoni dwar l-avviż

Identifikatur/verżjoni tal-avviż: 0cab38ba-55d3-405e-af21-ba9fe8e8625c - 01

Tip ta' formola: Kompetizzjoni

Tip ta' avviż: Avviż tal-kuntratt jew tal-konċessjoni – reġim standard

Sottotip tal-avviż: 16

Data ta' meta ntbagħat l-avviż: 16/01/2026 15:25:30 (UTC+00:00) Hin tal-Ewropa tal-Punent, GMT

Lingwi li bihom dan l-avviż huwa disponibbli uffiċjalment: Ingliż

Numru tal-pubblikazzjoni tal-avviż: 40854-2026

Numru tal-ħarġa tal-ĠU S: 13/2026

Data tal-pubblikazzjoni: 20/01/2026