

80204-2026 - Mededinging

Duitsland – Organiseren van zakenreizen – Provision of Travel services - Re-tender

OJ S 24/2026 04/02/2026

Aankondiging van een opdracht of concessie – standaardregeling

Diensten

1. Koper

1.1. Koper

Officiële naam: European Central Bank

E-mail: procurement@ecb.europa.eu

Rechtsvorm van de koper: EU-instelling, -orgaan of -agentschapp

Activiteit van de aanbestedende dienst: Economische zaken

2. Procedure

2.1. Procedure

Titel: Provision of Travel services - Re-tender

Beschrijving: 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.

Identificatiecode van de procedure: 3e007f03-c6ad-4efa-8b3d-26f02a6e6fe3

Interne identificatiecode: PRO-2249747029

Type procedure: Onderhandelingsprocedure met voorafgaande oproep tot mededinging / mededingingsprocedure met onderhandeling

De procedure wordt versneld: ja

Rechtvaardiging voor de versnelde procedure: The originally published Contract Notice had to be cancelled due to a system error, the current procedure is merely a re-launch of the original procedure with the same specifications and parameters, only a different deadline.

Belangrijkste kenmerken van de procedure: 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. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 79997000 Organiseren van zakenreizen

2.1.2. Plaats van uitvoering

Postadres: Sonnemannstrasse 22

Stad: Frankfurt am Main

Postcode: 60314

Onderverdeling land (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Duitsland

2.1.3. Waarde

Geraamde waarde exclusief btw: 1 250 000,00 EUR

2.1.4. Algemene informatie

Aanvullende informatie: 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.

Rechtsgrondslag:

Ander

<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. Gronden voor uitsluiting

Bronnen voor uitsluitingsgronden: Aanbestedingsstuk

5. Perceel

5.1. Perceel: LOT-0001

Titel: Provision of Travel Services - Re-tender

Beschrijving: 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.

Interne identificatiecode: PRO-2249747029

5.1.1. Doel

Aard van het contract: Diensten

Belangrijkste classificatie (cpv): 79997000 Organiseren van zakenreizen

Aanvullende classificatie (cpv): 63510000 Reisbureaudiensten en dergelijke

Opties:

Beschrijving van de opties: The contract is subject to renewal.

5.1.2. Plaats van uitvoering

Postadres: Sonnemannstrasse 22

Stad: Frankfurt am Main

Postcode: 60314

Onderverdeling land (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Duitsland

5.1.3. Geraamde duur

Looptijd: 60 Maanden

5.1.4. Verlenging

Maximumaantal verlengingen: 1

Overige informatie over verlengingen: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.6. Algemene informatie

Voorbehouden deelname:

Deelname is niet voorbehouden.

Aanbestedingsproject dat niet uit EU-fondsen wordt gefinancierd

De aanbesteding valt onder de Overeenkomst inzake overheidsopdrachten (GPA): neen

5.1.9. Selectiecriteria

Bronnen van selectiecriteria: Aanbestedingsstuk

Informatie over de tweede fase van een procedure in twee fasen:

Minimumaantal gegadigden dat voor de tweede fase van de procedure moet worden uitgenodigd: 3

De procedure verloopt in opeenvolgende fasen. In elke fase kunnen deelnemers afvallen

De koper behoudt zich het recht voor de opdracht zonder verdere onderhandelingen te gunnen op basis van de oorspronkelijke inschrijvingen

5.1.10. Gunningscriteria**Criterium:**

Type: Kwaliteit

Beschrijving: As specified in the procurement document.

Criterium:

Type: Prijs

Beschrijving: As specified in the procurement document.

5.1.11. Aanbestedingsstukken

Adres van de aanbestedingsstukken: <https://eu.mu.ariba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

Ad-hoccommunicatiekanaal:

Naam: ECB e-tendering platform

URL: <https://eu.mu.ariba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

5.1.12. Voorwaarden van de aanbesteding**Voorwaarden voor indiening:**

Elektronische indiening: Vereist

Adres voor indiening: <https://eu.mu.ariba.com/uav/project/?token=8df1be08-6101-45c4-9bf3-79c16a1a0dda>

Talen waarin inschrijvingen of verzoeken tot deelname kunnen worden ingediend: Engels

Elektronische catalogus: Niet toegestaan

Varianten: Niet toegestaan

Uiterste datum voor de ontvangst van verzoeken tot deelname: 13/02/2026 11:00:00 (UTC+00:00) West-Europese tijd, GMT

Voorwaarden van het contract:

De uitvoering van de opdracht moet plaatsvinden binnen het kader van programma's voor maatwerkbedrijven: Neen

Elektronische facturering: Vereist

Er zal worden gebruikgemaakt van elektronische orderplaatsing: ja

Er zal worden gebruikgemaakt van elektronische betaling: ja

5.1.15. Technieken**Raamovereenkomst:**

Geen raamovereenkomst

Informatie over het dynamische aankoopstelsel:

Geen dynamisch aankoopstelsel

5.1.16. Nadere inlichtingen, bemiddeling en evaluatie

Bemiddelingsorganisatie: The European Ombudsman

Organisatie voor beroepsprocedures: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team

Informatie over de termijnen voor beroep: 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.

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt: European Central Bank

Organisatie die offlinetoegang verleent tot de aanbestedingsstukken: European Central Bank

Organisatie die meer informatie geeft over beroepsprocedures: European Central Bank

Organisatie die verzoeken tot deelname ontvangt: European Central Bank

Organisatie die inschrijvingen verwerkt: European Central Bank

8. Organisaties

8.1. ORG-0001

Officiële naam: European Central Bank

Registratienummer: 0001

Postadres: Sonnemannstrasse 22

Stad: Frankfurt am Main

Postcode: 60314

Onderverdeling land (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Duitsland

Contactpunt: Central Procurement Office

E-mail: procurement@ecb.europa.eu

Telefoon: +49 6913440

Internetadres: <https://www.ecb.europa.eu>

Eindpunt voor informatie-uitwisseling (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Andere contactpunten:

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

Postadres: Sonnemannstrasse 22

Stad: Frankfurt am Main

Postcode: 60314

Onderverdeling land (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Land: Duitsland

Contactpunt: Legal Advice Team

E-mail: LegalServices@ecb.europa.eu

Telefoon: +49 6913440

Fax: +49 6913446886

Internetadres: <http://www.ecb.europa.eu>

Rollen van deze organisatie:

Koper

Organisatie die nadere inlichtingen over de aanbestedingsprocedure verstrekt

Organisatie die offlinetoegang verleent tot de aanbestedingsstukken

Organisatie die verzoeken tot deelname ontvangt
Organisatie die inschrijvingen verwerkt
Organisatie voor beroepsprocedures
Organisatie die meer informatie geeft over beroepsprocedures

8.1. **ORG-0002**

Officiële naam: The European Ombudsman
Registratienummer: 0002
Postadres: 1 avenue du Pr?sident Robert Schuman, CS 30403
Stad: Strasbourg
Postcode: 67001
Onderverdeling land (NUTS): Bas-Rhin (FRF11)
Land: Frankrijk
Contactpunt: The European Ombudsman
E-mail: eo@ombudsman.europa.eu
Telefoon: +33 388172313
Internetadres: <https://www.ombudsman.europa.eu/en/home>
Rollen van deze organisatie:
Bemiddelingsorganisatie

Informatie over een aankondiging

Identificatiecode/versie van de aankondiging: 2fae5821-c3c0-4f02-ac90-96bd8e511159 - 01
Type formulier: Mededinging
Type aankondiging: Aankondiging van een opdracht of concessie – standaardregeling
Subtype aankondiging: 16
Verzenddatum van de aankondiging: 02/02/2026 16:14:08 (UTC+00:00) West-Europese tijd, GMT
Talen waarin deze aankondiging officieel beschikbaar is: Engels
Publicatienummer aankondiging: 80204-2026
Nummer uitgave PB S: 24/2026
Datum van bekendmaking: 04/02/2026