

80204-2026 - Procedură concurențială

Germania – Servicii de călătorii de afaceri – Provision of Travel services - Re-tender

OJ S 24/2026 04/02/2026

Anunț de participare sau de concesionare - regim standard

Servicii

1. Cumpărător

1.1. Cumpărător

Denumire oficială: European Central Bank

E-mail: procurement@ecb.europa.eu

Forma juridică a achizitorului: Instituție, organ sau agenție a UE

Activitatea autorității contractante: Afaceri economice

2. Procedură

2.1. Procedură

Titlu: Provision of Travel services - Re-tender

Descriere: 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.

Identificatorul procedurii: 3e007f03-c6ad-4efa-8b3d-26f02a6e6fe3

Identificator intern: PRO-2249747029

Tip de procedură: Negociată cu publicarea prealabilă a unei proceduri concurențiale de ofertare / competitivă cu negociere

Procedura este accelerată: da

Justificarea procedurii accelerate: 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.

Principalele caracteristici ale procedurii: 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. Scop

Natura contractului: Servicii

Clasificarea principală (cpv): 79997000 Servicii de călătorii de afaceri

2.1.2. Locul de executare

Adresă poștală: Sonnemannstrasse 22

Localitate: Frankfurt am Main

Cod poștal: 60314

Subdiviziunea țării (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Țara: Germania

2.1.3. Valoare

Valoarea estimată fără TVA: 1 250 000,00 EUR

2.1.4. Informații generale

Informații suplimentare: 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.

Temei juridic:

Altele

<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. Motive de excludere

Sursele motivelor de excludere: Document de achiziție

5. Lot

5.1. Lot: LOT-0001

Titlu: Provision of Travel Services - Re-tender

Descriere: 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.

Identificator intern: PRO-2249747029

5.1.1. Scop

Natura contractului: Servicii

Clasificarea principală (cpv): 79997000 Servicii de călătorii de afaceri

Clasificare suplimentară (cpv): 63510000 Servicii de agenții de turism și servicii conexe

Opțiuni:

Descrierea opțiunilor: The contract is subject to renewal.

5.1.2. Locul de executare

Adresă poștală: Sonnemannstrasse 22

Localitate: Frankfurt am Main

Cod poștal: 60314

Subdiviziunea țării (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Țara: Germania

5.1.3. Durata estimată

Durată: 60 Luni

5.1.4. Reînnoire

Numărul maxim de reînnoiri: 1

Alte informații despre reînnoire: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.6. Informații generale

Participare rezervată:

Participarea nu este rezervată.

Proiect de achiziții publice nefinanțat din fonduri UE

Achiziția face obiectul Acordului privind achizițiile publice (AAP): nu

5.1.9. Criterii de selecție

Sursele criteriilor de selecție: Document de achiziție

Informații privind a doua etapă a unei proceduri în două etape:

Numărul minim de candidați care urmează să fie invitați în a doua etapă a procedurii: 3

Procedura se va desfășura în mai multe etape. În fiecare etapă, unii participanți pot fi eliminați
Achizitorul își rezervă dreptul de a atribui contractul pe baza ofertelor inițiale, fără alte negocieri

5.1.10. Criterii de atribuire**Criteriu:**

Tip: Calitate

Descriere: As specified in the procurement document.

Criteriu:

Tip: Preț

Descriere: As specified in the procurement document.

5.1.11. Documentele achiziției

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

Canal de comunicare ad-hoc:

Nume: ECB e-tendering platform

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

5.1.12. Condițiile achiziției publice**Condiții de depunere:**

Depunere electronică: Obligatorie

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

Limbile în care pot fi depuse ofertele sau cererile de participare: engleză

Catalog electronic: Nu este permisă

Variante: Nu este permisă

Termenul-limită pentru primirea cererilor de participare: 13/02/2026 11:00:00 (UTC+00:00) ora Europei Occidentale, GMT

Clauzele contractuale:

Executarea contractului trebuie efectuată în cadrul unor programe de angajare protejată: Nu

Facturare electronică: Obligatorie

Se va utiliza comanda electronică: da

Se va utiliza plata electronică: da

5.1.15. Aspecte tehnice**Acord-cadru:**

Niciun acord-cadru

Informații despre sistemul dinamic de achiziții:

Nu există un sistem dinamic de achiziție

5.1.16. Informații suplimentare, mediere și căi de atac

Organizație de mediere: The European Ombudsman

Organizația responsabilă cu căile de atac: European Central Bank - Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Informații privind termenele-limită pentru reexaminare: 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.
Organizația care furnizează informații suplimentare cu privire la procedura de achiziții: European Central Bank
Organizația care oferă acces offline la documentele achiziției: European Central Bank
Organizația care furnizează mai multe informații cu privire la căile de atac: European Central Bank
Organizația care primește cererile de participare: European Central Bank
Organizația care prelucrează ofertele: European Central Bank

8. Organizații

8.1. ORG-0001

Denumire oficială: European Central Bank
Număr de înregistrare: 0001
Adresă poștală: Sonnemannstrasse 22
Localitate: Frankfurt am Main
Cod poștal: 60314
Subdiviziunea țării (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Țara: Germania
Punct de contact: Central Procurement Office
E-mail: procurement@ecb.europa.eu
Telefon: +49 6913440
Adresa de internet: <https://www.ecb.europa.eu>
Punctul final de schimb de informații (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Alte puncte de contact:

Denumire oficială: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Adresă poștală: Sonnemannstrasse 22
Localitate: Frankfurt am Main
Cod poștal: 60314
Subdiviziunea țării (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)
Țara: Germania
Punct de contact: Legal Advice Team
E-mail: LegalServices@ecb.europa.eu
Telefon: +49 6913440
Fax: +49 6913446886
Adresa de internet: <http://www.ecb.europa.eu>

Rolurile acestei organizații:

Cumpărător
Organizația care furnizează informații suplimentare cu privire la procedura de achiziții
Organizația care oferă acces offline la documentele achiziției
Organizația care primește cererile de participare
Organizația care prelucrează ofertele

Organizația responsabilă cu căile de atac
Organizația care furnizează mai multe informații cu privire la căile de atac

8.1. **ORG-0002**

Denumire oficială: The European Ombudsman
Număr de înregistrare: 0002
Adresă poștală: 1 avenue du Pr?sident Robert Schuman, CS 30403
Localitate: Strasbourg
Cod poștal: 67001
Subdiviziunea țării (NUTS): Bas-Rhin (FRF11)
Țara: Franța
Punct de contact: The European Ombudsman
E-mail: eo@ombudsman.europa.eu
Telefon: +33 388172313
Adresa de internet: <https://www.ombudsman.europa.eu/en/home>
Rolurile acestei organizații:
Organizație de mediere

Informații privind anunțul

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