

80204-2026 - Konkurrensutsättning

Tyskland – Affärsresetjänster – Provision of Travel services - Re-tender

OJ S 24/2026 04/02/2026

Meddelande om upphandling eller koncession – standardsystem

Tjänster

1. Upphandlare

1.1. Upphandlare

Officiellt namn: European Central Bank

E-postadress: procurement@ecb.europa.eu

Köparens rättsliga status: EU-institution, organ eller byrå

Den upphandlande myndighetens verksamhet: Ekonomi

2. Förfarande

2.1. Förfarande

Titel: Provision of Travel services - Re-tender

Beskrivning: 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.

Förfarandets identifierare: 3e007f03-c6ad-4efa-8b3d-26f02a6e6fe3

Intern identifierare: PRO-2249747029

Typ av förfarande: Förhandlat förfarande med föregående meddelande om upphandling/under konkurrens

Förfarandet är påskyndat: ja

Motivering för det påskyndade förfarandet: 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.

Förfarandets viktigaste kännetecken: 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. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 79997000 Affärsresetjänster

2.1.2. Leveransplats

Postadress: Sonnemannstrasse 22

Ort: Frankfurt am Main

Postnummer: 60314

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

Land: Tyskland

2.1.3. Värde

Beräknat värde exklusive moms: 1 250 000,00 EUR

2.1.4. Allmänna upplysningar

Kompletterande information: 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.

Rättslig grund:

Annan

<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. Uteslutningsgrunder

Källor till uteslutningsgrunder: Upphandlingsdokument

5. Del (anbudsområde)

5.1. Del (anbudsområde): LOT-0001

Titel: Provision of Travel Services - Re-tender

Beskrivning: 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.

Intern identifierare: PRO-2249747029

5.1.1. Föremålet för upphandlingen

Kontraktets art: Tjänster

Huvudklassificering (cpv): 79997000 Affärsresetjänster

Ytterligare klassificering (cpv): 63510000 Resebyråtjänster och liknande tjänster

Optioner:

Beskrivning av alternativen: The contract is subject to renewal.

5.1.2. Leveransplats

Postadress: Sonnemannstrasse 22

Ort: Frankfurt am Main

Postnummer: 60314

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

Land: Tyskland

5.1.3. Uppskattad löptid

Varaktighet: 60 Månader

5.1.4. Förlängning

Högst antal förlängningar: 1

Ytterligare information om förlängningar: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

5.1.6. Allmänna upplysningar

Reserverad upphandling:

Deltagande är inte reserverat.

Upphandlingsprojekt som inte finansieras med EU-medel

Upphandlingen omfattas av Världshandelsorganisationens avtal om offentlig upphandling, GPA
: nej

5.1.9. Urvalskriterier

Källor till urvalskriterier: Upphandlingsdokument

Information om det andra steget i ett förfarande med två steg:

Minsta antalet anbudssökande som inbjuds att delta i andra steget i förfarandet: 3

Förfarandet kommer att äga rum i på varandra följande steg. I varje steg kan några deltagare komma att uteslutas

Köparen förbehåller sig rätten att tilldela kontraktet på grundval av de ursprungliga anbuderna utan ytterligare förhandlingar

5.1.10. Tilldelningskriterier**Kriterium:**

Typ: Kvalitet

Beskrivning: As specified in the procurement document.

Kriterium:

Typ: Pris

Beskrivning: As specified in the procurement document.

5.1.11. Upphandlingsdokument

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

Ad hoc-kommunikationskanal:

Namn: ECB e-tendering platform

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

5.1.12. Upphandlingsvillkor**Villkor för inlämning:**

Elektronisk inlämning: Krävs

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

De språk som kan användas i anbuderna eller anbudsansökningarna: engelska

Elektronisk katalog: Ej tillåten

Alternativa anbud: Ej tillåten

Tidsfrist för mottagande av anbudsansökningar: 13/02/2026 11:00:00 (UTC+00:00)

Västeuropeisk tid

Kontraktsvillkor:

Kontraktet måste genomföras inom ramen för program för skyddad anställning: Nej

Elektronisk fakturering: Krävs

Elektronisk beställning kommer att användas: ja

Elektronisk betalning kommer att användas: ja

5.1.15. Metoder**Ramavtal:**

Upphandlingen avser inte ett ramavtal

Information om det dynamiska inköpssystemet:

Upphandlingen avser inte ett dynamiskt inköpssystem

5.1.16. Kompletterande information, medling och prövning

Medlingsorganisation: The European Ombudsman

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

Information om tidsfrist för prövning: 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.

Organisation som ger kompletterande information om upphandlingsförfarandet: European Central Bank

Organisation som ger offlineåtkomst till upphandlingsdokumenten: European Central Bank

Organisation som ger mer information om prövningsförfaranden: European Central Bank

Organisation som mottar anbudsansökningar: European Central Bank

Organisation som behandlar anbud: European Central Bank

8. Organisationer

8.1. ORG-0001

Officiellt namn: European Central Bank

Registreringsnummer: 0001

Postadress: Sonnemannstrasse 22

Ort: Frankfurt am Main

Postnummer: 60314

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

Land: Tyskland

Kontaktpunkt: Central Procurement Office

E-postadress: procurement@ecb.europa.eu

Tfn: +49 6913440

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

Ändpunkt för meddelandeutväxling (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

Andra kontaktpunkter:

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

Postadress: Sonnemannstrasse 22

Ort: Frankfurt am Main

Postnummer: 60314

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

Land: Tyskland

Kontaktpunkt: Legal Advice Team

E-postadress: LegalServices@ecb.europa.eu

Tfn: +49 6913440

Fax: +49 6913446886

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

Den här organisationens roller:

Upphandlare

Organisation som ger kompletterande information om upphandlingsförfarandet

Organisation som ger offlineåtkomst till upphandlingsdokumenten

Organisation som mottar anbudsansökningar

Organisation som behandlar anbud
Prövningsorganisation
Organisation som ger mer information om provningsförfaranden

8.1. **ORG-0002**

Officiellt namn: The European Ombudsman
Registreringsnummer: 0002
Postadress: 1 avenue du Pr?sident Robert Schuman, CS 30403
Ort: Strasbourg
Postnummer: 67001
Del av land (NUTS): Bas-Rhin (FRF11)
Land: Frankrike
Kontaktpunkt: The European Ombudsman
E-postadress: eo@ombudsman.europa.eu
Tfn: +33 388172313
Webbadress: <https://www.ombudsman.europa.eu/en/home>

Den här organisationens roller:

Medlingsorganisation

Information om meddelandet

Identifierare/version för meddelandet: 2fae5821-c3c0-4f02-ac90-96bd8e511159 - 01
Formulärtyp: Konkurrensutsättning
Meddelandetyp: Meddelande om upphandling eller koncession – standardsystem
Meddelandets undertyp: 16
Avsändningsdatum för meddelandet: 02/02/2026 16:14:08 (UTC+00:00) Västeuropeisk tid
Språk som det här meddelandet finns officiellt tillgängligt på: engelska
Meddelandets publiceringsnummer: 80204-2026
EUT S-nummer: 24/2026
Publiceringsdatum: 04/02/2026