

## 844679-2025 - Competition

Germany – Business travel services – Provision of Travel services

OJ S 244/2025 18/12/2025

Contract or concession notice – standard regime

Services

### 1. Buyer

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#### 1.1. Buyer

Official name: European Central Bank

Email: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

Legal type of the buyer: EU institution, body or agency

Activity of the contracting authority: Economic affairs

### 2. Procedure

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#### 2.1. Procedure

Title: Provision of Travel services

Description: 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.

Procedure identifier: df4a3142-3e2b-4c4f-9a55-a38cf1497dff

Internal identifier: PRO-2249747029

Type of procedure: Negotiated with prior publication of a call for competition / competitive with negotiation

The procedure is accelerated: no

Main features of the 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. Purpose

Main nature of the contract: Services

Main classification (cpv): 79997000 Business travel services

Additional classification (cpv): 63510000 Travel agency and similar services

### 2.1.2. Place of performance

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

### 2.1.3. Value

Estimated value excluding VAT: 1 500 000,00 EUR

### 2.1.4. General information

Additional 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.

#### Legal basis:

Other

<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. Grounds for exclusion

Sources of grounds for exclusion: Procurement Document

## 5. Lot

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### 5.1. Lot: LOT-0001

Title: Provision of Travel Services

Description: 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.

Internal identifier: PRO-2249747029

#### **5.1.1. Purpose**

Main nature of the contract: Services

Main classification (cpv): 79997000 Business travel services

Additional classification (cpv): 63510000 Travel agency and similar services

##### **Options:**

Description of the options: The contract is subject to renewal.

#### **5.1.2. Place of performance**

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

#### **5.1.3. Estimated duration**

Duration: 60 Months

#### **5.1.4. Renewal**

Maximum renewals: 1

Other information about renewals: The ECB reserves the right to extend the contract based on satisfactory performance and business needs.

#### **5.1.5. Value**

Estimated value excluding VAT: 1 250 000,00 EUR

#### 5.1.6. General information

**Reserved participation:**

Participation is not reserved.

Procurement Project not financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

#### 5.1.9. Selection criteria

Sources of selection criteria: Procurement Document

**Information about the second stage of a two-stage procedure:**

Minimum number of candidates to be invited for the second stage of the procedure: 3

The procedure will take place in successive stages. At each stage, some participants may be eliminated

The buyer reserves the right to award the contract on the basis of the initial tenders without any further negotiations

#### 5.1.10. Award criteria

**Criterion:**

Type: Quality

Description: As specified in the procurement document.

**Criterion:**

Type: Price

Description: As specified in the procurement document.

#### 5.1.11. Procurement documents

Address of the procurement documents: <https://eu.mu.ariba.com/uav/project/?token=577a6147-94d8-4f0b-81eb-76e5bea79e4b>

**Ad hoc communication channel:**

Name: ECB e-tendering platform

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

#### 5.1.12. Terms of procurement

**Terms of submission:**

Electronic submission: Required

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

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Variants: Not allowed

Deadline for receipt of requests to participate: 19/01/2026 11:00:00 (UTC+00:00) Western European Time, GMT

**Terms of contract:**

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Required

Electronic ordering will be used: yes

Electronic payment will be used: yes

#### 5.1.15. Techniques

**Framework agreement:**

No framework agreement

**Information about the dynamic purchasing system:**

No dynamic purchase system

Electronic auction: no

#### **5.1.16. Further information, mediation and review**

Mediation organisation: The European Ombudsman

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

Information about review deadlines: 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 providing additional information about the procurement procedure: European Central Bank

Organisation providing offline access to the procurement documents: European Central Bank

Organisation providing more information on the review procedures: European Central Bank

Organisation receiving requests to participate: European Central Bank

Organisation processing tenders: European Central Bank

## **8. Organisations**

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### **8.1. ORG-0001**

Official name: European Central Bank

Registration number: 0001

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Central Procurement Office

Email: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

Telephone: +49 6913440

Internet address: <https://www.ecb.europa.eu>

Information exchange endpoint (URL): <https://www.ecb.europa.eu/ecb/jobsproc/sourcing/html/index.en.html>

#### **Other contact points:**

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

Postal address: Sonnemannstrasse 22

Town: Frankfurt am Main

Postcode: 60314

Country subdivision (NUTS): Frankfurt am Main, Kreisfreie Stadt (DE712)

Country: Germany

Contact point: Legal Advice Team

Email: [LegalServices@ecb.europa.eu](mailto:LegalServices@ecb.europa.eu)

Telephone: +49 6913440

Fax: +49 6913446886

Internet address: <http://www.ecb.europa.eu>

#### **Roles of this organisation:**

Buyer

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents  
Organisation receiving requests to participate  
Organisation processing tenders  
Review organisation  
Organisation providing more information on the review procedures

#### **8.1. ORG-0002**

Official name: The European Ombudsman  
Registration number: 0002  
Postal address: 1 avenue du Pr?sident Robert Schuman, CS 30403  
Town: Strasbourg  
Postcode: 67001  
Country subdivision (NUTS): Bas-Rhin (FRF11)  
Country: France  
Contact point: The European Ombudsman  
Email: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)  
Telephone: +33 388172313  
Internet address: <https://www.ombudsman.europa.eu/en/home>

#### **Roles of this organisation:**

Mediation organisation

## **Notice information**

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Notice identifier/version: 1e02a77e-2f2c-493e-97bc-99487628b9c4 - 01  
Form type: Competition  
Notice type: Contract or concession notice – standard regime  
Notice subtype: 16  
Notice dispatch date: 17/12/2025 12:08:58 (UTC+00:00) Western European Time, GMT  
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