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**Germany-Frankfurt-on-Main: ECB - Provision of travel services  
2017/S 056-103028**

**Contract notice**

**Services**

Directive 2014/24/EU

**Section I: Contracting authority**

**I.1) Name and addresses**

European Central Bank  
Sonnemannstraße 22  
Frankfurt am Main  
60314  
Germany  
Contact person: Miklos Karoly  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 69/13447110  
NUTS code: DE712

**Internet address(es):**

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

**I.2) Joint procurement**

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at: <https://www.ecb.europa.eu/secure/procurement/login.html>

Additional information can be obtained from the abovementioned address

Tenders or requests to participate must be submitted to the abovementioned address

**I.4) Type of the contracting authority**

European institution/agency or international organisation

**I.5) Main activity**

Economic and financial affairs

**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title:**

Provision of travel services.  
Reference number: PRO-002982.

**II.1.2) Main CPV code**

63515000

**II.1.3) Type of contract**

Services

**II.1.4) Short description:**

It is the intention of the ECB to award contracts for the provision of travel services (lot 1), handling of travel expenses (lot 2) and travel tracking and assistance (lot 3). The contracts are envisaged to start on 1.1.2018 and shall remain in force for a period of 3 years. The ECB may request an extension, but the total duration of the contracts shall not exceed 4 years. The main language of service delivery will be English. The requested services will be divided into 3 lots. Tenderers may apply for 1, 2 or all 3 lots.

II.1.5) **Estimated total value**

Value excluding VAT: 2 200 000.00 EUR

II.1.6) **Information about lots**

This contract is divided into lots: yes  
Tenders may be submitted for all lots

II.2) **Description**

II.2.1) **Title:**

Provision of travel services  
Lot No: 1

II.2.2) **Additional CPV code(s)**

63510000  
63512000  
63516000  
79997000

II.2.3) **Place of performance**

NUTS code: DE7

II.2.4) **Description of the procurement:**

Travel services include offline and online bookings for air, rail, car rental and hotels based on a transaction fee model and a specific online booking engine (Cytric). The tenderer should be working with a global distribution system (GDS). The online booking engine (OBE) might be subject to change in course of the contractual period. For the offline bookings, the tenderer shall provide a dedicated team dealing solely with ECB-related requests. The services provided should be aligned to the travel rules of the ECB. The contractor might also be requested to take care of air and hotel bookings for groups exceeding 10 travellers.

The past travel volume of the ECB has been as follows: the ECB has approximately 2 700 travellers in Frankfurt am Main and over 35 000 transactions are booked each year. Travel spend is estimated at approximately over 15 000 000 EUR annually. About 89 % of air travel is to main European cities, e.g. London, Madrid, Amsterdam, Rome and Brussels. Intercontinental destinations amount to 8 %, leaving 3 % of business within Germany. About 48 % of the total business travel transactions were by air, rail accounted for 25 % and hotels 26 %. Approximately 14 % of travel is booked online via the online booking engine Cytric and 80 % offline via the travel services provider, at present. An increase of online bookings is envisaged.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 1 500 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36  
This contract is subject to renewal: yes  
Description of renewals:

The contract may be subject to extension, however the overall contract duration shall not exceed 4 years.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

Minimum criteria:

- candidates shall have an accumulated net turnover of over 6 000 000 EUR in the last 3 financial years,
- have at least 15 employees working in the field of booking business travel who could deliver the services to the ECB,
- have at least 3 reference contracts from the last 3 years which are comparable to the ECB's requirements.

Selection criterion:

- the candidate's general experience and expertise, assessed on the basis of the submitted reference contracts.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

II.2) **Description**

II.2.1) **Title:**

Handling of travel expenses

Lot No: 2

II.2.2) **Additional CPV code(s)**

75112000

75100000

63510000

II.2.3) **Place of performance**

NUTS code: DE7

II.2.4) **Description of the procurement:**

The ECB is seeking a contractor who will operate the handling of travel expenses under its own responsibility and according to set standards and service levels. The contractor shall in particular provide the operational staff, the supervision, the management skills and the resources to ensure that the service is delivered in accordance with the ECB requirements. The ECB will not provide any personnel for the performance of the service which shall be exclusively delivered by the contractor's own staff. The travel expense handling services shall be provided at the ECB premises in Frankfurt am Main. The ECB will provide the logistics, office facilities, telephone infrastructure, IT hardware and software, power, lighting, heating and furniture required enabling the contractor's staff to deliver the services.

The implant solution shall be able to handle approximately 17 000 travel expense claims per year, which are manually validated against the SAP system and receipts scanned. It shall further be able to handle approximately 3 300 general expense claims, respective receipts are to be scanned. Currently these services are provided by a staff of 3, most with an accounting background.

- II.2.5) **Award criteria**  
Price is not the only award criterion and all criteria are stated only in the procurement documents
- II.2.6) **Estimated value**  
Value excluding VAT: 500 000.00 EUR
- II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**  
Duration in months: 36  
This contract is subject to renewal: yes  
Description of renewals:  
The contract may be extended, however the total duration shall not exceed 4 years.
- II.2.9) **Information about the limits on the number of candidates to be invited**  
Envisaged minimum number: 3  
Objective criteria for choosing the limited number of candidates:  
Minimum criteria:  
— accumulated total net turnover for the last 3 financial years of 1 000 000 EUR,  
— at least 4 employees working in the field of expense claim handling who could deliver the respective services to the ECB,  
— 3 similar contracts performed during the last 3 financial years, which are comparable in terms of scope, size and complexity with the contract tendered by the ECB.  
Selection criterion:  
— the candidate's general experience and expertise, assessed on the basis of the reference contracts.
- II.2.10) **Information about variants**  
Variants will be accepted: no
- II.2.11) **Information about options**  
Options: no
- II.2.12) **Information about electronic catalogues**
- II.2.13) **Information about European Union funds**  
The procurement is related to a project and/or programme financed by European Union funds: no
- II.2.14) **Additional information**
- II.2) **Description**
- II.2.1) **Title:**  
Travel tracking and assistance  
Lot No: 3
- II.2.2) **Additional CPV code(s)**  
79710000  
35120000  
48730000  
72212730  
75241000
- II.2.3) **Place of performance**  
NUTS code: DE7
- II.2.4) **Description of the procurement:**

The ECB is seeking for a contractor who will provide a travel tracker system for all ECB business travellers. The ECB has approximately 2 700 business travellers with more than 35 000 transactions per year and around 10 expats holding a position outside Germany.

The purpose of the travel tracking is to locate all ECB business travellers worldwide and to establish contact with them in the event of emergencies. The following requirements apply:

- the individual travel data must be transferred automatically from the different booking systems (at least from the current global distribution systems (GDS) 'Amadeus', 'Sabre', etc.),
- it should also be possible to manually add other business-relevant locations (buildings, partner locations and offline booked hotels),
- for the ECB staff managing the tool this data must be accessible as quickly as possible within the travel tracking system in order to determine the location of the business traveller,
- in addition, travel tracking must contain relevant travel warnings and alerts as well as copious country information,
- the travel warnings should contain medical and security-relevant warnings of the destinations and are sent to the traveller as well as the competent staff. Various risk classifications are to be taken into account,
- country information and travel warnings should, if possible, be available via a corresponding mobile application for the most common operating systems,
- travellers must have the possibility to voluntarily allow managing staff to use the traveller's mobile device location services to pinpoint the traveller location if requested,
- an assistance centre must deliver support to the traveller in the event of a medical emergency, security incident or unexpected travel problem,
- via an easy-to-use communication system it should be possible for managing staff to establish contact with the traveller by means of bulk messages (SMS, e-mail, voice),
- the tenderer should have experience in delivering end-user training both for competent staff managing the tracking tool and for travellers.

II.2.5) **Award criteria**

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) **Estimated value**

Value excluding VAT: 200 000.00 EUR

II.2.7) **Duration of the contract, framework agreement or dynamic purchasing system**

Duration in months: 36

This contract is subject to renewal: yes

Description of renewals:

The contract may be extended, however the total duration shall not exceed 4 years.

II.2.9) **Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 3

Objective criteria for choosing the limited number of candidates:

Minimum criteria:

- accumulated total net turnover for the last 3 financial years of 720 000 EUR,
- 3 similar contracts performed during the last 3 financial years.

Selection criterion:

- the candidate's general experience and expertise, assessed on the basis of the reference contracts provided.

II.2.10) **Information about variants**

Variants will be accepted: no

II.2.11) **Information about options**

Options: no

II.2.12) **Information about electronic catalogues**

II.2.13) **Information about European Union funds**

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14) **Additional information**

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions for participation**

III.1.1) **Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers**

List and brief description of conditions:

As stated in the procurement documents.

III.1.2) **Economic and financial standing**

Selection criteria as stated in the procurement documents

III.1.3) **Technical and professional ability**

Selection criteria as stated in the procurement documents

III.1.5) **Information about reserved contracts**

III.2) **Conditions related to the contract**

III.2.1) **Information about a particular profession**

III.2.2) **Contract performance conditions:**

In line with the terms and conditions of the draft contract. See details in the procurement documents.

III.2.3) **Information about staff responsible for the performance of the contract**

**Section IV: Procedure**

IV.1) **Description**

IV.1.1) **Type of procedure**

Competitive procedure with negotiation

IV.1.3) **Information about a framework agreement or a dynamic purchasing system**

IV.1.4) **Information about reduction of the number of solutions or tenders during negotiation or dialogue**

IV.1.5) **Information about negotiation**

IV.1.6) **Information about electronic auction**

IV.1.8) **Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: no

IV.2) **Administrative information**

IV.2.1) **Previous publication concerning this procedure**

IV.2.2) **Time limit for receipt of tenders or requests to participate**

Date: 13/04/2017

Local time: 18:00

IV.2.3) **Estimated date of dispatch of invitations to tender or to participate to selected candidates**

Date: 08/05/2017

IV.2.4) **Languages in which tenders or requests to participate may be submitted:**

English

IV.2.6) **Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) **Conditions for opening of tenders**

**Section VI: Complementary information**

VI.1) **Information about recurrence**

This is a recurrent procurement: no

VI.2) **Information about electronic workflows**

VI.3) **Additional information:**

The procurement documentation can be downloaded from an Internet platform. If you are interested in participating in the procurement procedure, register via the Internet platform using the following Internet address, user name and password:

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

User name: 002982/A/ADS/2017

Password: FD16C7

After you have registered an e-mail will be sent to you with a new user name and password. The Internet address will remain the same. Use the new user name and password to download the procurement documentation.

However, your mere registration and downloading the procurement documents does not constitute an application. You must submit your application in hard copy version to the ECB, on time, in the format requested and including the content as further instructed in the application documentation.

Should you experience any problems in accessing the Internet platform for registration and/or downloading the documentation do not hesitate to contact the ECB under the following e-mail address: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu) quoting the procurement number and problem experienced.

The ECB shall endeavour to answer all queries concerning access as quickly as possible but cannot guarantee a minimum response time. The ECB shall not be bound to reply to queries received less than 7 calendar days before the time limit for the submission of applications.

The procurement 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 procurement procedure is conducted in accordance with Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2), OJ L 45, 20.2.2016, p. 15 as amended, available on the ECB website at <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>

During the procurement procedure tenderers shall not contact any ECB staff members or organisations/ persons working for the ECB with regard to this tender procedure other than the person indicated in Section I.1). Tenderers shall also not contact potential competitors unless they intend to form a temporary grouping with them or to involve them as subcontractors. Any violation of this communication rule may lead to the exclusion of the tenderer in question.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team  
Sonnemannstraße 20  
Frankfurt am Main  
60314

Germany  
Telephone: +49 6913440  
Fax: +49 6913446886  
Internet address:<http://www.ecb.europa.eu>

VI.4.2) **Body responsible for mediation procedures**

European Ombudsman  
1 avenue du Président Robert Schuman  
Strasbourg  
67001  
France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

15 days from the receipt of the information specified in Article 34(3) of Decision (EU) 2016/245 of the European Central Bank of 9.2.2016 laying down the rules on procurement (ECB/2016/2) or, if no information is requested, 15 days from the receipt of the notification to unsuccessful applicants. Further requirements are outlined in Article 39 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

VI.4.4) **Service from which information about the review procedure may be obtained**

Central Procurement Division of the European Central Bank  
Sonnemannstraße 22  
Frankfurt am Main  
60314  
Germany  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Fax: +49 6913447110  
Internet address:<http://www.ecb.europa.eu>

VI.5) **Date of dispatch of this notice:**

09/03/2017