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**Germany-Frankfurt am Main: ECB - Provision of Travel Services
2018/S 049-106985**

Contract award notice

Results of the procurement procedure

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
Fax: +49 69/13447110
NUTS code: DE712
Internet address(es):
Main address: <http://www.ecb.europa.eu>
- I.2) **Joint procurement**
- 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.1.6) **Information about lots**

This contract is divided into lots: yes

II.1.7) **Total value of the procurement (excluding VAT)**

Value excluding VAT: 1 400 000.00 EUR

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 travelers.

The past travel volume of the ECB has been as follows: The ECB has approximately 2 700 travelers in Frankfurt am Main and over 35 000 transactions are booked each year. Travel spend is estimated at approximately over EUR 15 000 000 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**

Quality criterion - Name: Resources for travel service delivery / Weighting: 9

Quality criterion - Name: Booking services / Weighting: 15

Quality criterion - Name: Additional services / Weighting: 4.2

Quality criterion - Name: Quality assurance / Weighting: 9

Quality criterion - Name: Technology / Weighting: 3

Quality criterion - Name: Reporting / Weighting: 15

Quality criterion - Name: Environmental protection aspects / Weighting: 1.8

Quality criterion - Name: Compliance with the draft contract / Weighting: 3

Price - Weighting: 40

II.2.11) **Information about options**

Options: no

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**

Quality criterion - Name: Description and the size of the service team / Weighting: 10

Quality criterion - Name: CVs of the service team members / Weighting: 15

Quality criterion - Name: Management of back-ups / Weighting: 10

Quality criterion - Name: Quality and reporting measures / Weighting: 10

Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 5

Price - Weighting: 50

II.2.11) **Information about options**

Options: no

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 travelers. The ECB has approximately 2 700 business travelers 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 travelers 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 traveler.

— 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 traveler 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.

— Travelers must have the possibility to voluntarily allow managing staff to use the traveler's mobile device location services to pinpoint the traveler location if requested.

— An assistance center must deliver support to the traveler 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 to the traveler by means of bulk messages (SMS, email, voice).

— The tenderer should have experience in delivering end-user training both for competent staff managing the tracking tool and for travelers.

II.2.5) **Award criteria**

Quality criterion - Name: The Lot was cancelled before requesting offers. / Weighting: 50

Price - Weighting: 50

II.2.11) **Information about options**

Options: no

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**

The Lot was cancelled after the application phase by the ECB. No offers were obtained.

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.1.6) **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**
Notice number in the OJ S: [2017/S 056-103028](#)
- IV.2.8) **Information about termination of dynamic purchasing system**
- IV.2.9) **Information about termination of call for competition in the form of a prior information notice**

Section V: Award of contract

Lot No: 1

Title:

Provision of Travel Services

A contract/lot is awarded: yes

V.2) **Award of contract**

V.2.1) **Date of conclusion of the contract:**

22/01/2018

V.2.2) **Information about tenders**

Number of tenders received: 4

Number of tenders received from SMEs: 0

The contract has been awarded to a group of economic operators: no

V.2.3) **Name and address of the contractor**

Westtours-Reisen GmbH

HRB 1039 Bonn

Bonn

53113

Germany

NUTS code: DEA

The contractor is an SME: no

V.2.4) **Information on value of the contract/lot (excluding VAT)**

Initial estimated total value of the contract/lot: 1 500 000.00 EUR

Total value of the contract/lot: 1 400 000.00 EUR

V.2.5) **Information about subcontracting**

Section V: Award of contract

Lot No: 2

Title:

Handling of Travel Expenses

A contract/lot is awarded: no

V.1) **Information on non-award**

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI: Complementary information

VI.3) **Additional information:**

The procurement documentation can be downloaded from an Internet platform. If you are interested to participate 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 quoting the procurement number and problem experienced.

The ECB shall endeavor to answer all queries concerning access as quickly as possible but cannot guarantee a minimum time response. The ECB shall not be bound to reply to queries received less than seven 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 ECB/2016/2 of 9.2.2016 laying down the rules on procurement, 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 other ECB staff members or organizations/ persons working for the ECB with regard to this tender procedure 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 ECB Decision 2016/2 laying down the Rules on Procurement 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
Fax: +49 6913447110
Internet address: <http://www.ecb.europa.eu>

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

28/02/2018