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**Germany-Frankfurt-on-Main: ECB - Provision of travel services and handling of travel expenses
2015/S 039-065706**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Central Bank
Sonnemannstraße 22
For the attention of: Miklos Karoly
60314 Frankfurt-on-Main
GERMANY
E-mail: procurement@ecb.europa.eu
Fax: +49 6913447110

Internet address(es):

General address of the contracting authority: <http://www.ecb.europa.eu>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

Tenders or requests to participate must be sent to: The above mentioned contact point(s)

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Economic and financial affairs

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

II.1.1) Title attributed to the contract by the contracting authority:

Provision of travel services and handling of travel expenses.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category No 3: Air transport services of passengers and freight, except transport of mail
NUTS code

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves a public contract

II.1.4) Information on framework agreement

II.1.5) Short description of the contract or purchase(s)

The European Central Bank (ECB) is seeking through this open procedure a supplier for the provision of travel services and for the handling of travel expenses. 'Travel services' are to include offline and online bookings for air, rail, car rental, bus and hotels, based on a transaction fee model and a specific online booking engine Cytric. Furthermore, the successful tenderer shall provide the ECB with an implant solution (working at the ECB premises) for the handling of travel expenses. The staff for the implant solution shall be supplied in accordance with the requirements laid down in the German Act concerning the supply of temporary labour ('Arbeitnehmerüberlassungsgesetz (AÜG)').

II.1.6) **Common procurement vocabulary (CPV)**

63500000, 63510000, 63512000, 63515000, 63516000, 79997000

II.1.7) **Information about Government Procurement Agreement (GPA)**

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

II.1.8) **Lots**

This contract is divided into lots: no

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

Estimated value excluding VAT:

Range: between 750 000 and 1 250 000 EUR

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 1

In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:
in months: 12 (from the award of the contract)

II.3) **Duration of the contract or time limit for completion**

Duration in months: 48 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

No deposits required.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

Payment arrangements in line with the terms and conditions of the contract. Please see the details in the tender documentation to be requested from the contact point indicated in Sections I.1 and VI.4.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

The establishment of a temporary grouping of companies is allowed under the conditions laid down in the application/tender documentation.

Temporary groupings do not need to have a specific legal form but will be jointly and severally liable for all obligations under the contract.

Please see the details in the application/tender documentation to be requested from the contact point indicated in Sections I.1 and VI.4.

III.1.4) Other particular conditions

The performance of the contract is subject to particular conditions: no

III.2) Conditions for participation

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if the requirements are met: Please see the details in the application/tender documentation to be requested from the contact point indicated in Sections I.1 and VI.4.

III.2.2) Economic and financial ability

Information and formalities necessary for evaluating if the requirements are met: Tenderers shall include all relevant documentation, in particular the documentation required in the tender submission form.

Minimum level(s) of standards possibly required: 1. An annual turnover of at least 80 000 000 EUR of total value of all travel sales to private and corporate clients such as holiday packages, leisure trips, business travel, rail, hotels, events, etc.

2. An annual turnover of at least 40 000 000 EUR of value of business travel sales to corporate clients.

III.2.3) Technical capacity

Information and formalities necessary for evaluating if the requirements are met:

As per the tender documentation.

Minimum level(s) of standards possibly required:

1. At least 25 or more employees at the contractor's office who could deliver services to the ECB and also serve other clients of the tenderer (2 part-time employees are equivalent to 1 full-time employee).

2. At least 10 or more employees who speak English at least at level B1 (see self-assessment grid in the tender documentation).

3. Ability to offer an implant solution for the expense claim handling located at the ECB premises and staffed and managed by the tenderer.

4. Ability to offer a senior administrative staff available as described in the tender documentation.

5. Capacity to offer a 24-hour telephone service 7 days a week available for ECB travellers speaking English at least at level B2 (see self-assessment grid within the tender documentation).

6. The ECB has developed and implemented the Cytric OBE and fully integrated it into the SAP environment and linked it to SAP travel management processes. The tenderer must be licensed for selling and fulfilment of the Cytric Enterprise tool.

7. Availability of human resources to offer a highly professional VIP service staffed with experienced senior travel counsellors speaking English at least at level C1 (see self-assessment grid) to fulfil the specific requirements of the ECB's executive board members.

III.2.4) Information about reserved contracts

III.3) Conditions specific to services contracts

III.3.1) Information about a particular profession

Execution of the service is reserved to a particular profession: no

III.3.2) Staff responsible for the execution of the service

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

IV.1) Type of procedure

IV.1.1) Type of procedure

Open

- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**
An electronic auction will be used: no
- IV.3) **Administrative information**
- IV.3.1) **File reference number attributed by the contracting authority:**
PRO-000504.
- IV.3.2) **Previous publication(s) concerning the same contract**
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Time limit for receipt of requests for documents or for accessing documents: 7.4.2015 - 18:00
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**
7.4.2015 - 18:00
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**
English.
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
Duration in months: 6 (from the date stated for receipt of tender)
- IV.3.8) **Conditions for opening of tenders**
Date: 8.4.2015 - 12:00
Place:
Frankfurt-on-Main.
Persons authorised to be present at the opening of tenders: no

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
The documentation for this procurement can be downloaded from an Internet platform. If you are interested to participate in the procurement procedure please 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: 000504/A/ADS/2015
Password: BE880B

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. Please use the new user name and password to download the application/tender documentation.

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

Should you experience any problems in accessing the Internet platform for registration and/or downloading the application/tender documentation, please 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 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 tenders.

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 ECB Decision 2007/5 laying down the rules on procurement (as amended), available on the ECB website at <http://www.ecb.europa.eu> (please look for the link 'for suppliers').

During the tender procedure, tenderers shall not contact any other 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 appeal**

VI.4.1) **Body responsible for appeal procedures**

Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Sonnemannstraße 22
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>
Fax: +49 6913446886

Body responsible for mediation procedures

European Ombudsman
1 avenue du Président Robert Schuman
67001 Strasbourg
FRANCE

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: 15 days from the receipt of the information specified in Article 28(3) of ECB Decision 2007/5 laying down the rules on procurement or, if no information is requested, 15 days from the receipt of the notification to unsuccessful tenderers. Further requirements are outlined in Article 33 of this Decision. A complaint to the European Ombudsman does not affect the deadline for lodging appeals.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

Central Procurement Office
Sonnemannstraße 22
60314 Frankfurt-on-Main
GERMANY
Telephone: +49 6913440
Internet address: <http://www.ecb.europa.eu>
Fax: +49 6913446886

VI.5) **Date of dispatch of this notice:**
13.2.2015