

This notice in TED website: <https://ted.europa.eu/udl?uri=TED:NOTICE:658602-2021:TEXT:EN:HTML>

**Germany-Frankfurt am Main: Travel Tracking System and Ancillary Services, ref: PRO-005469  
2021/S 250-658602**

**Contract award notice**

**Results of the procurement procedure**

**Services**

**Legal Basis:**

Directive 2014/24/EU

**Section I: Contracting authority**

I.1) **Name and addresses**

Official name: European Central Bank  
Postal address: Sonnemannstrasse 22  
Town: Frankfurt am Main  
NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt  
Postal code: 60314  
Country: Germany  
Contact person: Central Procurement Office  
E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)  
Telephone: +49 69/13440  
Fax: +49 69/13447110

**Internet address(es):**

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

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**Internet address(es):**

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

I.2) **Information about joint procurement**

The contract involves 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:**

Travel Tracking System and Ancillary Services, ref: PRO-005469

II.1.2) **Main CPV code**

79714100 Tracing system services

II.1.3) **Type of contract**

Services

II.1.4) **Short description:**

The ECB is seeking, on its own behalf and for the benefit of institutions entitled to participate in the activities of the Eurosystem Procurement Coordination Office (EPCO) through this joint tender procedure a supplier for an online solution for travel tracking, assistance, information and communication as further detailed below.

II.1.6) **Information about lots**

This contract is divided into lots: no

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

Value excluding VAT: 1 350 000.00 EUR

II.2) **Description**

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

79997000 Business travel services

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

Main site or place of performance:

Frankfurt am Main and various locations in the EU.

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

The ECB is seeking for (on its own behalf and for the benefit of institutions entitled to participate in the activities of the Eurosystem Procurement Coordination Office) a provider of an online solution that provides the ECB and its travellers with:

- preventive information prior/during the travels,
- alerts and updates,
- means to be located (semi-active tracking),
- means of communication between the traveller and the contractor/the ECB and NCB's.

In addition, a 24/4 call centre shall give additional assistance when required.

The ECB may conduct procurements on its own behalf and for the benefit of institutions entitled to participate in the activities of the Eurosystem Procurement Coordination Office (EPCO), such as the national central banks (NCBs) of the European System of Central Banks (ESCB) and National Competent Authorities (NCAs) of the Member States of the European Union participating in the Single Supervisory Mechanism (SSM), which are or may become members of EPCO, in accordance with Decision ECB/2008/17. The current EPCO members are available at the following link: <http://www.epco.lu/links.php>.

Institutions other than central banks may also participate in EPCO's activities, such as national authorities of Member States, EU agencies and bodies or international organizations, upon invitation by the Governing Council of the ECB. In addition, in-house printing works (PWs), as part of the relevant NCBs (according to Decision ECB/2008/17 as amended by Decision ECB/2020/27), may directly participate in EPCO joint tender procedures for procurement of goods and services necessary for the performance by those in-house printing works of Eurosystem tasks. For the purpose of this tender procedure and of this document all the entities participating in EPCO's activities are called participating EPCO members (PEMs).

Under this procurement procedure, the ECB is the leading central bank carrying out the joint tender procedure for its own account and for the benefit of the national central banks (NCBs) of the ESCB (including their in-house printing works) and the NCAs (altogether PEMs), which are entitled to participate in this joint tender procedure. All these entities may directly order deliverables under the contract(s) by entering into individual bilateral specific agreements ('Orders') with the successful tenderer(s).

#### II.2.5) **Award criteria**

Quality criterion - Name: Application/User Interface / Weighting: 3

Quality criterion - Name: Data transfer and access rights / Weighting: 6

Quality criterion - Name: Pre-trip advisories and travel warning / Weighting: 20

Quality criterion - Name: Communication with travellers / Weighting: 6

Quality criterion - Name: Incident response and services delivered by the 24/7 call centre; automated incident support and onsite incident support / Weighting: 20

Quality criterion - Name: Training and (IT) consultancy services / Weighting: 3

Quality criterion - Name: Additional services and/or works / Weighting: 3

Quality criterion - Name: Acceptance of the ECB's draft contract / Weighting: 4

Price - Weighting: 35

#### 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**

### **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**

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: yes

IV.2) **Administrative information**

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

Notice number in the OJ S: [2021/S 089-226854](#)

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**

**Title:**

Travel Tracking System and Ancillary Services, ref: PRO-005469

A contract/lot is awarded: yes

V.2) **Award of contract**

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

03/12/2021

V.2.2) **Information about tenders**

Number of tenders received: 4

The contract has been awarded to a group of economic operators: yes

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

Official name: Falck Global Assistance Plc

Town: Copenhagen

NUTS code: DK Danmark

Country: Denmark

The contractor is an SME: no

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

Official name: Falck Global Assistance Plc

Town: Copenhagen

NUTS code: DK Danmark

Country: Denmark

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: 2 000 000.00 EUR

Total value of the contract/lot: 1 350 000.00 EUR

V.2.5) **Information about subcontracting**

**Section VI: Complementary information**

VI.3) **Additional information:**



'The procurement procedure has been conducted in accordance with Decision ECB/2016/2 of 9 February 2016 laying down the rules on procurement, OJ L 45, 20.2.2016, p. 15 (as amended) available on the ECB website: <http://www.ecb.europa.eu/ecb/jobsproc/tenders/html/index.en.html>.'

The total values of the procurement and contract(s) indicated in Section II.1.7) and Section(s) V.2.4) are an indicative non-binding spending estimate at the time of contract award.

The actual value of the contract(s) may differ and will be determined by actual business needs.

VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: General Court of the European Union

Postal address: rue du Fort Niedergrünewald

Town: Luxembourg

Postal code: L-2925

Country: Luxembourg

E-mail: [generalcourt.registry@curia.europa.eu](mailto:generalcourt.registry@curia.europa.eu)

Telephone: +352 43031

Fax: +352 4302100

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

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

Official name: The European Ombudsman

Postal address: 1 avenue du Président Robert Schuman, CS 30403

Town: Strasbourg Cedex

Postal code: 67001

Country: France

VI.4.3) **Review procedure**

Precise information on deadline(s) for review procedures:

Not applicable.

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

14/12/2021