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**D-Frankfurt-on-Main: ECB - Provision of travel services and handling of travel expenses  
2011/S 160-262727**

**Contract award notice**

**Section I: Contracting authority**

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

European Central Bank, attention: Mrs Katja Geiger, Kaiserstraße 29, 60311 Frankfurt-on-Main, GERMANY. Tel. +49 691344-0. Fax +49 691344-7110. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu)

**Internet address(es):**

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

**I.2) Type of the contracting authority and main activity or activities:**

European institution/agency or international organisation.

Economic and financial affairs.

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:**

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 27.

In case of contract for service categories 17 to 27, do you agree to the publication of this notice? Yes.

Main site or location of works, place of delivery or of performance: ECB; Frankfurt-on-Main.

NUTS code: DE712.

**II.1.4) Short description of the contract or purchase(s):**

'Travel services' to 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. ECB has approximately 1 500 travellers in Frankfurt and over 11 000 transactions are booked each year. Travel spend is approximately 6 200 000 EUR.

Optional services:

The ECB may optionally ask for, and the successful tenderer must be prepared to provide the ECB with, an implant solution 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)').

The implant solution shall be able to handle up to approximately 6 500 travel expense claims per year, which are manually validated against the SAP system and receipts scanned. It shall further be able to handle up to approximately 2 000 general expense claims which are only scanned. Handling needs to be possible alone or in coordination with an outsourced provider. The operation is currently working like an implant at ECB premises and has a staff of 3, most with an accounting background.

**II.1.5) Common procurement vocabulary (CPV):**

63510000, 63515000.

**II.1.6) Contract covered by the Government Procurement Agreement (GPA):**

Yes.

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s):**

Value: 278 290,34 EUR.

Excluding VAT.

Value: 278 290,34 EUR.

Excluding VAT.

Highest offer taken into consideration: 313 051,54 EUR.

**Section IV: Procedure**

IV.1) **Type of procedure**

IV.1.1) **Type of procedure:**

Negotiated with a call for competition.

IV.2) **Award criteria**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of:

1. Price. Weighting: 55 %.

2. Quality. Weighting: 40 %.

3. Compliance with contract. Weighting: 5 %.

IV.2.2) **An electronic auction has been used:**

No.

IV.3) **Administrative information**

IV.3.1) **File reference number attributed by the contracting authority:**

11827A/OFS/2009.

IV.3.2) **Previous publication(s) concerning the same contract:**

No.

**Section V: Award of contract**

Contract No 1

Lot No 1

Title: Travel services and handling of travel expenses

V.1) **Date of contract award decision:**

8.7.2011.

V.2) **Number of offers received**

V.3) **Name and address of economic operator in favour of whom a contract award decision has been taken:**

Carlson Wagonlit Travel, Frankfurter Straße 10–14, 65760 Eschborn, GERMANY.

V.4) **Information on value of contract:**

Total final value of the contract:

Value: 278 290,34 EUR.

Excluding VAT.

V.5) **The contract is likely to be subcontracted:**

Yes.

Value or proportion of the contract likely to be subcontracted to third parties:

Value excluding VAT: 36 000 EUR.

**Section VI: Complementary information**

**VI.3) Procedures for appeal**

**VI.3.1) Body responsible for appeal procedures:**

European Central Bank, Procurement Review Body, c/o Legal Advice Team, Kaiserstraße 29, 60311 Frankfurt-on-Main, GERMANY. Tel. +49 361344-0. Fax +49 691344-6886. E-mail: [procurement@ecb.europa.eu](mailto:procurement@ecb.europa.eu) Internet: <http://www.ecb.europa.eu>

**VI.3.2) 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 the ECB procurement rules (see Section VI.3) 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 the ECB procurement rules (see Section VI.3).

**VI.4) Date of dispatch of this notice:**

11.8.2011.