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D-Frankfurt-on-Main: ECB - Provision of travel services and handling of travel expenses

2010/S 248-377928

Contract 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

Internet address(es):

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

Further information can be obtained at:

As in abovementioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:

As in abovementioned contact point(s).

Tenders or requests to participate must be sent to:

As in abovementioned contact point(s).

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 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 27.

Main place of performance: ECB, Frankfurt-on-Main, GERMANY.

NUTS code: DE712.

II.1.3) The notice involves:

A public contract.

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

It is the intention of the ECB to appoint 1 or 2 suitable suppliers for the provision of:

(i) travel services; and

(ii) handling of travel expenses.

Candidates are allowed to bid for 1 lot or for both lots. Each lot will be evaluated separately.

Lot 1: travel services:

'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.

Lot 2: handling of travel expenses:

Providing the ECB with an outsourced solution for the handling of travel expenses.

Some 6 500 travel expense claims per year are manually validated against the SAP system and receipts scanned.

Another 2 000 general expense claims are only scanned. The operation is currently working like an implant at ECB premises and has a staff of 3, most with an accounting background.

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

Lot 1: 63510000, 63515000.

Lot 2: 75112000.

II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**

Yes.

II.1.8) **Division into lots:**

Yes.

Tenders should be submitted for: 1 or more lots.

II.1.9) **Variants will be accepted:**

No.

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

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

Please see Section II.1.5 above.

II.2.2) **Options:**

Yes.

Description of those options:

please see Section II.1.5 above.

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

Duration in months: 36 with possibility for extension to a maximum of 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 deposit is required, but where applicable, the successful tenderer (or in the case of a successful consortium bid, each member of the consortium) may be required to provide a parent-company guarantee.

- III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**
Method of payment will be in accordance with the terms and conditions of the contract.
- III.1.3) **Legal form to be taken by the grouping of economic operators to whom the contract is to be awarded:**
The establishment of a temporary grouping of companies is allowed. In the application, all the members of the temporary grouping must declare in writing that:
(i) they will perform the services and all related tasks thereto as a temporary grouping; and
(ii) all the members will have joint and several liability for the performance of the contract;
(iii) a single legal entity shall represent the whole grouping.
The parts of the supplies and/or services that will be performed by the individual companies shall be specified.
- III.1.4) **Other particular conditions to which the performance of the contract is subject:**
Yes.
Description of particular conditions:
Tenderers need a permit to supply temporary labour to the ECB in accordance with the German Act on the supply of temporary labour ('Arbeitnehmerüberlassungsgesetz') and must comply with the provisions laid down in this Act.
Further information on the 'Arbeitnehmerüberlassungsgesetz' can be obtained here: http://www.arbeitsagentur.de/nn_27716/Navigation/zentral/Unternehmen/Recht/Arbeitnehmerueberlassung/Arbeitnehmerueberlassung-Nav.html
- 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 requirements are met:
Further details about the procedure and the information that needs to be submitted to the ECB by interested candidates are detailed in the document 'Call for applications' that must be requested from the ECB contact point indicated in Section I.1 above.
The completed application form and all requested information must be returned in hard copy format by the date indicated in IV.3.4 below.
- III.2.2) **Economic and financial capacity:**
Information and formalities necessary for evaluating if requirements are met:
Candidates must provide the information and documents specified in the application form and in particular:
Lot 1: travel services:
— financial statements relating to the past 3 years of trading,
— statement about annual turnover of branch offering services:
total turnover (business travel, leisure, other),
total business travel turnover.
Lot 2: handling of travel expenses:
— annual turnover of company offering the service.
- III.2.3) **Technical capacity:**
Information and formalities necessary for evaluating if requirements are met:
Candidates must provide the information and documents specified in the application form and in particular:
Lot 1: travel services:
Technical capacity — tenderers must provide the following information:
— number of employees at the business travel centre location designated to service ECB:

- (a) total number of employees;
- (b) number of employees speaking English at level C1 (see self-assessment grid) for high-quality servicing and in-depth travel consulting of ECB travellers,
 - number of training days for business travel service employees (average days per year),
 - references of similar projects in terms of:

- (a) services offered;
- (b) companies served;
- (c) annual booking volume;
- (d) supporting Cytric.

Optional services: implant expense claim handling:

- number of trained back-ups available for the employees provided (full-time equivalent) in total,
- certified professional education in accounting, administration or travel of the employees provided on average,
- average years of experience after completion of apprenticeship of the employees provided,
- level of English that the provided employees are speaking for internal ECB communication on average.

Lot 2: handling of travel expenses:

- number of employees at the company's expense claim handling unit designated to service ECB:

- (a) total number of employees;
- (b) number of employees speaking English at a sufficient level,
 - certified professional education of servicing employees at the company's expense claim handling unit in accounting, administration or travel services,
 - references of similar projects in terms of:

- (a) services offered;
- (b) companies served;
- (c) annual expense transactions.

Minimum level(s) of standards possibly required:

Lot 1: travel services:

- AÜG permit: candidates must either provide a permit under the German 'Arbeitnehmerüberlassungsgesetz' ('Arbeitnehmerüberlassungsgenehmigung') or proof of application for such permit,
- candidates must be certificated for Cytric Build 10.3.8.7 and Database Build 10.3.211,
- candidates must provide a 24-hour telephone service in the English language,
- candidates must have the capacity to provide at least 3 employees assigned for ECB implant expense claim handling (full-time equivalent).

III.2.4) **Reserved contracts:**

No.

III.3) **Conditions specific to services contracts**

III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **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:**

Negotiated.

Candidates have already been selected: no.

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate:

Envisaged number of operators: maximum number: 5 per lot, if available.

Objective criteria for choosing the limited number of candidates: see call for applications, Section 4.

IV.1.3) Reduction of the number of operators during the negotiation or dialogue:

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated: yes.

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) An electronic auction will be 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.

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: 10.1.2011.

Payable documents: no.

IV.3.4) Time limit for receipt of tenders or requests to participate:

17.1.2011.

(In case of hand delivery tenderers shall submit the tender by 17:00).

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 tenders:

Place: tenders shall be opened shortly after the deadline for receipt of tenders has expired, at the address in I.1.

Persons authorised to be present at the opening of tenders: no.

Members of staff of the ECB only.

Section VI: Complementary information

VI.1) This is a recurrent procurement:

No.

VI.2) Contract related to a project and/or programme financed by EU funds:

No.

VI.3) Additional information:

Applicable rules:

The tender procedure is conducted in accordance with the European Central Bank Decision ECB/2007/5 of 3.7.2007 laying down the Rules on Procurement (OJ L 184, 14.7.2007, p. 34), amended by Decision

ECB/2009/2 (OJ L 51, 24.2.2009, p. 10) and Decision ECB/2010/8 (OJ L 238, 9.9.2010, p. 14), all published on <http://www.ecb.europa.eu/ecb/proc/tenders/html/index.en.html>

Contract:

The contract is intended initially for 3 years, with the potential for a 1-year extension.

The contract shall be governed by and interpreted under German civil law.

Exclusion from the tender procedure:

The ECB may, at its own discretion, exclude candidates from the tender who do not comply with the requirements and conditions set out in the application form and contract notice or do not provide the information requested.

Cancellation of the tender procedure:

The ECB reserves the right to cancel the tender procedure as a whole or in parts. The decision will take into account the principles of transparency, equal access, publicity and equal treatment.

Liability and compensation:

The ECB will not be liable for any costs, nor shall it reimburse any expenses or losses that candidates incur in connection with the submission of their proposals, including in the event of a cancellation. Proposals received will not be returned and will remain the property of the ECB.

General information:

The deadline for questions or requests for clarification relating to the invitation to tender from tenderers shall be 7 days prior to the deadline for receipt of tenders.

Tenders and all supporting documents must be priced in euro and all contract payments will be made in euro. All communications, discussions and meetings will be conducted in English and no interpretation facilities will be provided. Tenderers are also informed that presentations, interviews, and/or site visits may be required to confirm information contained in their offers.

VI.4) Procedures for appeal

VI.4.1) 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 691344-0. Fax +49 691344-6886. E-mail: procurement@ecb.europa.eu Internet: <http://www.ecb.europa.eu>

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 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.5) Date of dispatch of this notice:

10.12.2010.