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**Germany-Frankfurt am Main: Provision of Travel Services
2022/S 017-039601**

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
Telephone: +49 69/13440
Fax: +49 69/13447110

Internet address(es):

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

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-006374

II.1.2) Main CPV code

63515000 Travel services

II.1.3) Type of contract

Services

II.1.4) Short description:

The ECB awarded a service contract to one provider for the provision of travel services. Work packages to be delivered include:

1. resources for travel service delivery,
2. travel services offline/online booking,
3. VIP services,
4. 24/7 services,
5. hotel direct payment,
6. Visa services, and
7. Group bookings.

The scope of the contract may be subject to change, subject to the ECB's business needs, in line with the main scope, objectives and the spirit of the contract. The services may be offered partially at the ECB premises in form of an onsite travel agency.

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: 1 250 560.00 EUR

II.2) **Description**

II.2.3) **Place of performance**

NUTS code: DE712 Frankfurt am Main, Kreisfreie Stadt

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

Please refer to Section II.1.4) of this contract award notice.

II.2.5) **Award criteria**

Quality criterion - Name: Resources for travel service delivery: resource management concept and proposed Key Account Manager and Service Team Leader. / Weighting: 7 %

Quality criterion - Name: Booking services: processes and technologies for most economic flight price booking and incorporation of ECB hotel direct payment to offline bookings. / Weighting: 9 %

Quality criterion - Name: VIP services: concept for the provision of VIP services in line with the specifications. / Weighting: 9 %

Quality criterion - Name: Visa and passport assistance: arrangements for the collection of data, applications and forwarding. / Weighting: 6 %

Quality criterion - Name: Reporting: samples of key indicator reports and customised dashboard. / Weighting: 9 %

Quality criterion - Name: Quality assurance: SLA proposal and traveler surveys approach. / Weighting: 8 %

Quality criterion - Name: Environmental protection concept. / Weighting: 7 %

Quality criterion - Name: Transition phase and handover: implementation plan including timeline and RACI matrix. / Weighting: 5 %

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**

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.1.8) **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: [2021/S 047-116895](#)
- 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

A contract/lot is awarded: yes

- V.2) **Award of contract**
- V.2.1) **Date of conclusion of the contract:**
21/12/2021
- V.2.2) **Information about tenders**
Number of tenders received: 3
Number of tenders received from SMEs: 0
Number of tenders received from tenderers from other EU Member States: 3
Number of tenders received from tenderers from non-EU Member States: 0
Number of tenders received by electronic means: 3
The contract has been awarded to a group of economic operators: no
- V.2.3) **Name and address of the contractor**
Official name: GBT Deutschland GmbH
National registration number: HR B 31502
Postal address: Solmsstrasse 73
Town: Frankfurt am Main
NUTS code: DEA2 Köln
Postal code: 60486
Country: Germany
The contractor is an SME: no
- V.2.4) **Information on value of the contract/lot (excluding VAT)**
Total value of the contract/lot: 1 250 560.00 EUR
- V.2.5) **Information about subcontracting**
The contract is likely to be subcontracted
Short description of the part of the contract to be subcontracted:
Operation for provision of travel services outside opening hours (24/7 service).

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>
- VI.4) **Procedures for review**

VI.4.1) **Review body**

Official name: Procurement Review Body of the European Central Bank, c/o Legal Advice Team
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postal code: 60314
Country: Germany
E-mail: generalcourt.registry@curia.europa.eu
Telephone: +49 6913440
Fax: +49 6913446886
Internet address: <http://www.ecb.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:
Within 10 days of receipt of the notification in accordance with Article 34(1) or the first sentence of Article 34(3) of ECB Decision 2016/2 laying down the Rules on Public Procurement. 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**

Official name: Central Procurement Office of the European Central Bank c/o Legal Advice Team
Postal address: Sonnemannstrasse 22
Town: Frankfurt am Main
Postal code: 60314
Country: Germany
E-mail: procurement@ecb.europa.eu
Telephone: +49 6913440
Fax: +49 6913447110
Internet address: <http://www.ecb.europa.eu>

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

18/01/2022