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Contract

Travel and Venue Solutions

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2022/S 000-000379

Procurement identifier (OCID): ocds-h6vhtk-02ce68

Published 6 January 2022, 10:45pm

Section I: Contracting authority

I.1) Name and addresses

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3150103503

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<https://www.gov.uk/ccs>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

Other activity

Public Procurement for travel booking solutions

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Travel and Venue Solutions

Reference number

RM6217

II.1.2) Main CPV code

- 63516000 - Travel management services

II.1.3) Type of contract

Services

II.1.4) Short description

Crown Commercial Service, as the Authority, has put in place a Framework Agreement for the provision of Travel and Venue booking solutions for use by Central Government Departments and all other UK Public Sector Bodies, including but not limited to Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

This includes British and foreign nationals in the event that the UK Government is supporting as part of an emergency and/or crisis management response.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £11,500,000,000

II.2) Description

II.2.1) Title

Booking Solutions UK Points of Sale – Low Touch

Lot No

1

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver

- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services

- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 1 is for the provision of Travel and Venue booking solutions from UK points of sale.

The customer demographic for this Lot is to address the following requirements:

Customer(s) with low to no additional requirements and high online adoption (above 90%), mostly domestic travel.

The booking solutions delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

Optional Services: Travel Ancillary Services

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

The initial duration of the framework is 3 years with an option to extend for up to one year.

II.2) Description

II.2.1) Title

Booking Solutions UK & Overseas Points of Sale - High Touch

Lot No

2

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew

- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 2 is for the provision of Travel and Venue booking solutions from UK and Overseas points of sale.

The customer demographic for this Lot is to address the following requirements:

Customer(s) with premium requirements above Framework, online adoption under 90%. Considerable international volume.

The booking solutions delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

Optional Services: Air/Boat/Helicopter chartering, Crisis Management Services (Repatriation, Emergency Accommodation, MEDEVAC) Security & Risk Management services, Implants.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

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

The initial duration of the framework is 3 years with an option to extend for up to one year.

II.2) Description

II.2.1) Title

Booking Solutions Specialist Needs

Lot No

3

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
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- 60172000 - Hire of buses and coaches with driver
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- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services

- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 3 is for provision of Travel and Venue Booking Solutions with specialist needs.

The customer demographic for this Lot is to address the following requirements from the Ministry of Defence (MOD):

Premium requirements above Framework, online adoption under 90%. Considerable international volume.

The booking solutions delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to International Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) Group Accommodation, Crisis Management Services (Repatriation, Emergency Accommodation, MEDEVAC) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

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

The initial duration of the framework is 3 years with an option to extend for up to one year.

II.2) Description

II.2.1) Title

Booking Solutions Venues & Events

Lot No

4

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services

- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services

- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Domestic and international Venue Find and Events booking solutions including find booked from UK points of sale.

Includes the booking of venues for exclusive use and group accommodation and booking of Virtual/Digital/Hybrid meetings & events.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

The initial duration of the framework is 3 years with an option to extend for up to one year.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2021/S 000-018170](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Agiito Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

National registration number

01094729

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,000,000,000

Section V. Award of contract

Lot No

4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Agiito Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,500,000,000

Section V. Award of contract

Lot No

3

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

GBT Travel Service UK Limited

London

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £3,000,000,000

Section V. Award of contract

Lot No

4

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 7

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Calder Conferences Limited

Leeds

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,500,000,000

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Clarity Travel Management

Manchester

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,000,000,000

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 5

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Click Travel Limited

Birmingham

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £1,000,000,000

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 December 2021

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Corporate Travel Management (North) Limited

Bradford

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £5,000,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

As part of this contract award notice the following can be accessed at:
<https://www.contractsfinder.service.gov.uk/Notice/85455b87-17b0-4907-9dea-c6d4072c5b40>

- 1) Redacted Commercial Agreement;
- 2) Contract notice transparency information for the agreement
- 3) List of Successful Suppliers;
- 4) Customer list

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders were required to make themselves aware of the changes as it may impact this requirement. This link provides information

on the GSC at: <https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government

contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders were

required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

CCS reserved the right to award a framework to any bidder whose final score was within

1% of the last position. For Lot 4, two (2) suppliers were awarded a place as opposed to the one (1) place as was originally stated in the Contract Notice that was published on 30 July 2021.

VI.4) Procedures for review

VI.4.1) Review body

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital Building, Old Hall Street

Liverpool

L3 9PP

Email

supplier@crowncommercial.gov.uk

Telephone

+44 3450103503

Country

United Kingdom

Internet address

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