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Tender

Business Travel Management Services 2025

UNIVERSITY OF SOUTHAMPTON

F02: Contract notice

Notice identifier: 2025/S 000-001017

Procurement identifier (OCID): ocds-h6vhtk-04cf83

Published 13 January 2025, 1:15pm

Section I: Contracting authority

I.1) Name and addresses

UNIVERSITY OF SOUTHAMPTON

BUILDING 37, HIGHFIELD CAMPUS, UNIVERSITY ROAD

SOUTHAMPTON

SO171BJ

Contact

Morgan Hughes

Email

procurement@soton.ac.uk

Telephone

+44 2380595000

Country

United Kingdom

Region code

UKJ32 - Southampton

UK Register of Learning Providers (UKPRN number)

10007158

Internet address(es)

Main address

<https://www.southampton.ac.uk>

Buyer's address

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/universityofsouthampton.aspx/Home>

I.4) Type of the contracting authority

Other type

Higher Education Institution not subject to PCR 2015 Regulations.

I.5) Main activity

Education

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Business Travel Management Services 2025

Reference number

2023UoS-1138

II.1.2) Main CPV code

- 63516000 - Travel management services

II.1.3) Type of contract

Services

II.1.4) Short description

The University requires a Travel Management Company (TMC) that is able to facilitate the travel booking needs for a large and diverse range of stakeholders, including but not limited to Air Travel, Rail Travel and Accommodation Booking, for Domestic and International travel requirements.

The University requires a TMC with the provision to provide these services both online through a booking platform and smartphone based app, and offline through a UK based call-centre type model.

The University has used the services of a TMC since October 2017. As the current TMC contract is ending in October 2025, the University is now seeking to re-contract for this service for up to a further 7 years.

II.1.5) Estimated total value

Value excluding VAT: £42,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 63510000 - Travel agency and similar services

II.2.3) Place of performance

NUTS codes

- UKJ32 - Southampton

II.2.4) Description of the procurement

The University requires a Travel Management Company (TMC) that is able to facilitate the travel booking needs for a large and diverse range of stakeholders, including but not limited to Air Travel, Rail Travel and Accommodation Booking, for Domestic and International travel requirements.

The University requires a TMC with the provision to provide these services both online through a booking platform and smartphone based app, and offline through a UK based call-centre type model.

The University has used the services of a TMC since October 2017. As the current TMC contract is ending in October 2025, the University is now seeking to re-contract for this service for up to a further 7 years.

The University is conducting this procurement using a single-stage procedure for the purpose of procuring the services described in the Specification. The University proposes to enter into a Contract for up to 7-years and 4-months with the successful Supplier.

This will comprise of an initial contract period of 4-months for the implementation of the service, followed by an initial term of 4-years, with two optional extensions of a further 18-months per extension.

The estimated value of the proposal is between £24,000,000.00 and £42,000,000.00

The estimated value of the initial 4-year contract term is in the region of £24,000,000.00 GBP (excluding VAT).

The estimated value of the first 18-month extension period is £9,000,000.00 GBP (excluding VAT).

The estimated value of the second 18-month extension period is £9,000,000.00 GBP (excluding VAT).

It is estimated, therefore, that the total value of this contract will be between

£24,000,000.00 and £42,000,000.00 GBP (excluding VAT).

Details of current expenditure or potential future uptake are given as a guide base on past purchasing and current planning to assist you in the preparation of your Tender. They should not be interpreted as an undertaking to purchase any goods or services to any particular value and do not form part of the Contract.

PLEASE NOTE: The University of Southampton no longer meets the criteria of a 'body governed by public law' and is therefore not considered a contracting authority for the purposes of the Public Contracts Regulations 2015 (PCR 2015) and/or any replacement legislation. This procurement process is not regulated by UK (or EU) public procurement law.

Where the University advertises contracts, through any public sector tender portal, it does so on a voluntary basis by way of transparency and to encourage open competition, but it is not required to comply with the procurement legislation.

For the purpose of procuring the services described, the University is acting in accordance with its internal Financial Regulations and the procured detailed in the Invitation to Tender document set.

Nothing which is done during the procurement process (including the publication of the contract notice and use of terminology which may be defined by the PCR 2015) should be taken to imply that the University is voluntarily complying with the PCR 2015 or intends to do so.

Some of the stages, documentation and terminology adopted in the University's procurement process may have similarities to ones regulated by and defined under the PCR 2015, but they will not be regulated by the PCR 2015 during this process and should not be taken as references to those things as defined by the PCR 2015.

Interested parties are invited to express their interest and submit their proposals in accordance with the instructions provided in the Invitation to Tender documentation.

The University aims to ensure a fair, transparent, and competitive procurement process to select the most suitable partner for this significant project.

II.2.5) Award criteria

Quality criterion - Name: Mandatory Service Requirements / Weighting: Pass/Fail

Quality criterion - Name: Mandatory IT Non-Functional Requirements / Weighting: Pass/Fail

Quality criterion - Name: Highly Desirable IT Non-Functional Requirements / Weighting: 2.50%

Quality criterion - Name: Desirable Service Requirements / Weighting: 47.50%

Quality criterion - Name: Usability Testing Requirements - Complex / Weighting: 10.00%

Quality criterion - Name: Usability Testing Requirements - Non-Complex / Weighting: 10.00%

Quality criterion - Name: Usability Testing Requirements - Accessibility / Weighting: 5.00%

Cost criterion - Name: Transaction Fees / Weighting: 20.00%

Cost criterion - Name: Account Management Fees / Weighting: 2.50%

Cost criterion - Name: Reporting and MI Fees / Weighting: 1.25%

Cost criterion - Name: Implementation Fees / Weighting: 1.25%

II.2.6) Estimated value

Value excluding VAT: £42,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

88

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

This contract is NOT suitable for splitting into lots. The risk of dividing the requirement into Lots would render the execution of the contract excessively technically difficult, not cost effective and would undermine proper execution of the contract.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

To support the financial assessment, the University will obtain a Business Risk Report for all Tenderers and every organisation that is being relied on to meet this procurement, using an independent company called Creditsafe.

The University reserves the right to exclude a Tenderer or request provision of further assurances such as parent company/bank guarantee or performance bonds where a Tenderer's Business Risk Score is: "Moderate Risk"; "High Risk"; "Very High Risk"; or "Not Rated", based on the rating provided by Creditsafe.

Where a Business Risk Score from our external system is not available, then an alternative method of assessing financial standing will be used.

This method is detailed within the Invitation to Tender document set.

III.1.2) Economic and financial standing

Minimum level(s) of standards possibly required

Tenderers are advised that a requirement of this procurement is to have in place, or commit to obtain prior to the commencement of the contract, the following minimum insurance levels:

Employers (Compulsory) Liability: £10 Million GBP.

Public Liability: £5 Million GBP.

Professional Indemnity: £5 Million GBP.

Cyber Liability: £2.5 Million GBP.

III.1.3) Technical and professional ability

List and brief description of selection criteria

Tenderers attention is drawn to the MANDATORY requirements of the award criteria:

Grounds for mandatory exclusion

- Mandatory qualitative requirements 3.1, 4.1, 5.1, 6.1.1, 6.1.2, 6.1.3, 6.1.4, 7.1.1, 7.1.2, 7.1.3, 7.1.4, 7.1.5, 8.1.1, 8.1.2, 9.1, 10.1.1, 10.1.2, 10.1.3, 10.1.4, 11.1.1, 11.1.2, 12.1.1 to 12.1.9, 12.1.12, 13.1, 14.1, 15.1, 16.1.1, 16.1.2, 17.1, 18.1, 19.1, 20.1, 21.1, 22.1, 23.1, 24.1.1 + 24.1.2, 24.1.3, 24.1.4, 24.1.5, 24.1.6 + 24.1.7, 25.1, 26.1.1, 26.1.2, 27.1, 28.1, 29.1, 30.1, 31.1, 32.1, 33.1, 24.1, 25.1, 36.1, 37.1, 38.1.1 to 38.1.9, and M-NFR-1 to M-NFR-19.

- Failure to meet the minimum required score for Highly Desirable IT Non-Functional requirements H-NFR-1 to H-NFR-22

- Failure to provide access to the proposed booking system for usability testing

Ground for discretionary exclusion

- Economic & Financial Standing

- Insurance

- Compliance with equality legislation

- Legal requirements

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

24 February 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 February 2025

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

E-Tendering Portal: The University is utilising an electronic tendering tool, In-Tend(<https://in-tendhost.co.uk/universityofsouthampton>) to manage this procurement and to communicate with potential suppliers and/or tenderers (as appropriate).

All documentation in relation to this tender can be downloaded from In-Tend.

Tenderers are advised that there will be no hardcopy documents issued and all communications with the University, including the submission of Selection Stage and/or Invitation to Tender responses will be conducted via In-Tend.

Regular monitoring of the portal is the responsibility of the tenderer.

If you are not already registered as a supplier with the University of Southampton, you will need to register in In-Tend in order to access the procurement documentation.

Once you have logged in as a supplier: click on 'Tenders'; locate the relevant project; and click 'View Details'. Once you are in the project screen, you will be able to register your organisation against the project and access all documentation by clicking 'Express Interest'.

Potential suppliers/tenderers are advised that formal expressions of interest in the project must be by way of completion and return of the relevant documents via In-Tend.

Further instructions for the submission of responses are below:

To submit your return:

1. Log in
2. Click 'Tenders'

3. Locate the relevant project
4. View details
5. Click on the tab relating to the relevant project stage (e.g. 'Invitation to Tender')
6. Click on the 'Attach Documents' button and upload your return.
7. Check ALL your response documents are uploaded and displayed in the 'My Tender Return' panel. The system will only permit your organisation to make one return.
8. Click the red 'Submit Return' button.

Please note, to preserve the integrity of the procurement, all communications with the University must be made via the correspondence function within In-Tend.

Costs and Expenses: Tenderers are solely responsible for their costs and expenses incurred in connection with the preparation and submission of responses and participation in this and all future stages of this procurement. Under no circumstances will the University be liable for any costs or expenses borne by tenderers or any of their supply chain, partners or advisers in this procurement process.

The University is not liable for any costs in the event of the cancellation of this procurement process.

VI.4) Procedures for review

VI.4.1) Review body

University of Southampton

University Road

Southampton

SO17 1BJ

Email

procurement@soton.ac.uk

Country

United Kingdom

