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Contract

## **BTA1996 Enhancing Accessibility Information (Tourism Venues)**

VisitBritain/VisitEngland

F25: Concession award notice

Notice identifier: 2024/S 000-002012

Procurement identifier (OCID): ocds-h6vhtk-03fb03

Published 19 January 2024, 5:26pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

VisitBritain/VisitEngland

3 Grosvenor Gardens

London

SW1W 0BD

#### **Email**

[Procurement@visitbritain.org](mailto:Procurement@visitbritain.org)

#### **Country**

United Kingdom

#### **Region code**

UKI3 - Inner London – West

#### **Internet address(es)**

Main address

[www.visitbritain.org](http://www.visitbritain.org)

Buyer's address

<https://visitbritain.force.com/s/Welcome>

#### **I.4) Type of the contracting authority**

Body governed by public law

#### **I.5) Main activity**

Other activity

Tourism

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

BTA1996 Enhancing Accessibility Information (Tourism Venues)

Reference number

BTA1996

#### **II.1.2) Main CPV code**

- 75125000 - Administrative services related to tourism affairs

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

VisitEngland (VE) plays a key role in facilitating an accessible and inclusive tourism industry.

In support of the Government's ambition for the UK to become the most accessible

tourism destination in Europe, VE wishes to improve the holiday planning experience for visitors with a wide range of accessibility requirements by advancing a two-part approach to enhancing accessibility information.

To save time and energy when researching a trip, people with accessibility requirements require the ability to filter lists of places to stay and visit based on key accessibility features. They should then be able to access full and detailed access information, in the form of an Accessibility Guide, in order to make the final choice of venue.

This requirement is being Procured under the Concession Contracts Regulations 2016 due to the income generation value for Lot 1. Interested suppliers must note that this requirement is divided into the following Lots:

#### **Lot 1 ACCESSIBILITY GUIDES**

VE is seeking to appoint a supplier who has a proven track record in delivering an established and trusted Accessibility Guides service to tourism businesses and consumers across England, where VE (and likely key stakeholders including Local Visitor Economy Partnerships) would act as a lead generator for the supplier. VE will promote the appointed supplier exclusively in relation to the provision of Accessibility Guides. The co-association of both brands would derive mutual benefit and generate a specific financial, or other, advantage, which is applied for the benefit of both parties.

The estimated value of this Lot 1 concession contract is based on the estimated total turnover of the 'concessionaire' generated over the duration of the contract (including option years), net of VAT.

#### **Lot 2 ACCESSIBILITY FEATURES QUESTION SET**

VE requires the supplier to develop a question set that tourism product distributors will use to gather data on the top accessibility features of venues they list, allowing them to display this information as part of venue listings on their websites.

As the work comprises two distinct parts, it is divided into two Lots and to ensure the work can advance concurrently, we are seeking a different supplier for each Lot. However, the interdependence of the two Lots requires the two suppliers to work closely to achieve success and ensure consistency for disabled people and their companions. It will be particularly important that the Lot 1 supplier actively inputs into Lot 2 works as a critical partner.

#### **II.1.6) Information about lots**

This concession is divided into lots: Yes

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

Value excluding VAT: £570,205

## **II.2) Description**

### **II.2.1) Title**

Lot 1 - Accessibility Guides

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 48100000 - Industry specific software package
- 48100000 - Industry specific software package

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

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

Lot 1 ACCESSIBILITY GUIDES

VE is seeking to appoint a supplier who has a proven track record in delivering an established and trusted Accessibility Guides service to tourism businesses and consumers across England, where VE (and likely key stakeholders including Local Visitor Economy Partnerships) would act as a lead generator for the supplier. VE will promote the appointed

supplier exclusively in relation to the provision of Accessibility Guides. The co-association of both brands would derive mutual benefit and generate a specific financial, or other, advantage, which is applied for the benefit of both parties. The estimated value of this Lot 1 concession contract is based on the estimated total turnover of the 'concessionaire' generated over the duration of the contract (including option years), net of VAT.

### **II.2.5) Award criteria**

Concession is awarded on the basis of the criteria described below:

- Criterion: Social Value - 10%
- Criterion: Technical (Quality) - 70%

- Criterion: Price - 20%

### **II.2.7) Duration of the concession**

Start date

20 November 2023

End date

19 November 2026

### **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) Description**

### **II.2.1) Title**

Lot 2 - Accessibility Features Question Set

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 75125000 - Administrative services related to tourism affairs

### **II.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

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

Lot 2 ACCESSIBILITY FEATURES QUESTION SET

VE requires the supplier to develop a question set that tourism product distributors will use to gather data on the top accessibility features of venues they list, allowing them to display this information as part of venue listings on their websites.

As the work comprises two distinct parts, it is divided into two Lots and to ensure the work can advance concurrently, we are seeking a different supplier for each Lot. However, the interdependence of the two Lots requires the two suppliers to work closely to achieve success and ensure consistency for disabled people and their companions. It will be

particularly important that the Lot 1 supplier actively inputs into Lot 2 works as a critical partner.

### **II.2.5) Award criteria**

Concession is awarded on the basis of the criteria described below:

- Criterion: Technical (Quality) - 70%
- Criterion: Social Value - 10%
- Criterion: Price - 20%

### **II.2.7) Duration of the concession**

Start date

7 November 2023

End date

30 April 2024

### **II.2.13) Information about European Union Funds**

The procurement is related to a project and/or programme financed by European Union funds: No

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Award procedure with prior publication of a concession notice

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2023/S 000-026542](#)

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## **Section V. Award of concession**

### **Lot No**

1

### **Title**

Enhancing Accessibility Information (Tourism Venues) Lot 1 - Accessibility Guides

A concession/lot is awarded: Yes

### **V.2) Award of concession**

#### **V.2.1) Date of concession award decision**

23 November 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

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

#### **V.2.3) Name and address of the concessionaire**

Disabled Enabled Limited

Unit 1 The Cam Centre, Wilbury Way, Hitchin, Hertfordshire, England

Hertfordshire

SG4 0TW

Country

United Kingdom

NUTS code

- UKH2 - Bedfordshire and Hertfordshire

National registration number

03989521

The concessionaire is an SME

Yes

#### **V.2.4) Information on value of concession and main financing terms (excluding VAT)**

Total value of the concession/lot: £545,705

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### **Section V. Award of concession**

#### **Lot No**

2

#### **Title**

Enhancing Accessibility Information (Tourism Venues) Lot 2 - Accessibility Features Question Set

A concession/lot is awarded: Yes

#### **V.2) Award of concession**

##### **V.2.1) Date of concession award decision**

28 November 2023

##### **V.2.2) Information about tenders**

Number of tenders received: 2

Number of tenders received from SMEs: 2



Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

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

**V.2.3) Name and address of the concessionaire**

Access and Inclusion UK

89, Brockwell Lane, Chesterfield, Derbyshire, Brockwell Lane, Chesterfield, Derbyshire,  
S40 4EG

Chesterfield

S40 4EG

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

National registration number

14217092

The concessionaire is an SME

Yes

**V.2.4) Information on value of concession and main financing terms (excluding VAT)**

Total value of the concession/lot: £24,500

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

British Tourist Authority

3 Grosvenor Gardens, London, SW1W 0BD

London

SW1W0BD

Email

[procurement@visitbritain.org](mailto:procurement@visitbritain.org)

Country

United Kingdom

Internet address

<https://www.visitbritain.com/en>

#### **VI.4.2) Body responsible for mediation procedures**

British Tourist Authority

3 Grosvenor Gardens, London, SW1W 0BD

London

SW1W0BD

Email

[procurement@visitbritain.org](mailto:procurement@visitbritain.org)

Country

United Kingdom

Internet address

<https://www.visitbritain.com/en>

**VI.4.4) Service from which information about the review procedure may be obtained**

VisitBritain/VisitEngland

3 Grosvenor Gardens

London

SW1W 0BD

Email

[procurement@visitbritain.org](mailto:procurement@visitbritain.org)

Country

United Kingdom

Internet address

[www.visitbritain.org](http://www.visitbritain.org)