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Contract

Tourist Information Management Contract

Denbighshire County Council

F03: Contract award notice

Notice identifier: 2024/S 000-004000

Procurement identifier (OCID): ocds-h6vhtk-02ee49

Published 7 February 2024, 10:36am

Section I: Contracting authority

I.1) Name and addresses

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

Email

Procurement@denbighshire.gov.uk

Telephone

+44 1824712612

Country

United Kingdom

NUTS code

UKL13 - Conwy and Denbighshire

Internet address(es)

Main address

<https://denbighshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0280

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Tourist Information Management Contract

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

Denbighshire County Council is seeking to appoint a provider who will manage its two Tourist Information Offices for a period of five years from 1st of April 2022.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 63513000 - Tourist information services
- 75125000 - Administrative services related to tourism affairs

II.2.3) Place of performance

NUTS codes

- UKL13 - Conwy and Denbighshire

Main site or place of performance

Llangollen TIC, Y Capel, Castle Street, Llangollen

Rhyl TIC, Children's Village, The Promenade, Rhyl

II.2.4) Description of the procurement

Denbighshire County Council is seeking to appoint a provider who will manage its two Tourist Information Offices for a period of five years from 1st of April 2022.

The two TICs are:

- Llangollen TIC, Y Capel, Castle Street, Llangollen
- Rhyl TIC, Children's Village, The Promenade, Rhyl

II.2.5) Award criteria

Quality criterion - Name: Project Specific Questions / 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

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 000-026332](#)

Section V. Award of contract

Contract No

N/a

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.3) Additional information

Instructions

1. Log in to PROACTIS at <https://supplierlive.proactisp2p.com>
2. If you are already registered on the Proactis portal please Login and start at Step 14 of these instructions if not go to STEP 3
3. Click the “Sign Up” button at the bottom of the window
4. Enter your correct Organisation Name, address and Primary Contact Details. You will need to create the Organisation ID and User Name. If you have a generic email address for your organisation e.g. tenders@xxx.co.uk then please use this as the primary contact email address.
5. Please make a note of the Organisation ID and User Name, then click “Register”
6. You will receive an email asking you to “Click here to activate your account”. This takes you to Enter Organisation Details.
7. Please enter the information requested, click the “>” on the screen and follow the instructions ensuring that you enter all applicable details.
8. In the Classification screen please ensure that you select the Product Classification Codes (CPV Codes) that appear in the tender notice.

Please ensure that the selected codes are relevant to your business to ensure that you get notification of opportunities that are of interest.

9. In the Buyers screen please select Denbighshire County Council (you may register with other organisations if you wish)

10. In the Primary Contact Details screen please ensure that all information is complete. (Please see note 4 above)

11. Accept the Terms and Conditions and then click ">". This takes you to the Welcome window.

12. In the Finish screen please enter a new password and note all your Login details for future reference.

13. Now click "Complete Registration" and you will enter the Supplier Network page.

14. On the centre of the screen click "Opportunities". This will take you to the list of current opportunities available to you.

15. Click the ">" that relates to this notice, this will take you into the PQQ or Tender Request and click "Register Interest". Note there may be several opportunities that appear on this screen, please ensure that you select the correct one.

16. In the "Your Opportunities" screen please note the closing time and date for completion of the relevant project. Please review the

"Items" tab (Tender stage only) and the Documents tab (PQQ and Tender stages) as there will be information relating to the project held

here. The Documents are accessed by clicking the down arrow underneath the General tab. Please ensure that you download all documents to your PC as you will be required to complete and upload some of them as part of your submission.

There are instructions on how to complete your submission in the Guidance for Bidders document.

17. You can now either create your response", or "Decline" this opportunity

Under the terms of this contract the successful supplier(s) will be required to deliver Community Benefits in support of the authority's economic and social objectives. Accordingly, contract performance conditions may relate in particular to social and environmental considerations. The Community Benefits included in this contract are:

Details of Community Benefits can be found within the procurement documentation.

(WA Ref:111851)

(WA Ref:138777)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

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+44 2079477501

Country

United Kingdom