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Contract

## **Provision of Travel Management Services Framework for Northern Ireland Civil Service, Agencies, Non-Departmental Public Bodies and other Participating Bodies**

Department of Finance

The Executive Office

Department of Agriculture Environment and Rural Affairs NI

Department for Communities NI

Department of Education NI

Department for the Economy NI

Department of Finance

Department for Infrastructure NI

Department of Health NI

Department of Justice NI

Public Prosecution Service for Northern Ireland

Utility Regulator Northern Ireland

Northern Ireland Environment Agency

Agri-Food and Biosciences Institute NI

Armagh Observatory

Armagh Planetarium

Arts Council of Northern Ireland

Attorney General for Northern Ireland

Belfast Health and Social Care Trust

FE Belfast Metropolitan College

Business Services Organisation

Commissioner for Children and Young People for Northern Ireland

Commission for Victims and Survivors

Community Relations Council

Council for the Curriculum Examinations and Assessment

Education Authority NI

Equality Commission for Northern Ireland

Health and Safety Executive for Northern Ireland  
Regional Health and Social Care Board  
Invest Northern Ireland  
Labour Relations Agency NI  
Libraries NI  
Livestock and Meat Commission for Northern Ireland  
Local Government Staff Commission  
Maze Long Kesh Development Corporation  
Middletown Centre for Autism  
Northern Health and Social Care Trust  
NI Ambulance Service Trust  
Northern Ireland Audit Office  
NI Blood Transfusion Service  
NI Fire and Rescue Services  
NI Guardian Ad Litem Agency  
Northern Ireland Housing Executive  
Northern Ireland Judicial Appointments Commission  
Legal Services Agency Northern Ireland  
NI Medical and Dental Training Agency  
Northern Ireland Office  
Northern Ireland Public Services Ombudsman  
Northern Ireland Policing Board  
Northern Ireland Policing Fund  
NI Practice and Education Council for Nursing and Midwifery  
Northern Ireland Screen  
NI Social Care Council  
FE Northern Regional College  
FE North West Regional College  
NI Tourist Board  
NI Patient Client Council  
Police Ombudsman Northern Ireland  
Police Service of Northern Ireland  
Probation Board for Northern Ireland  
NI Public Health Agency  
NI Regulation and Quality Improvement Authority  
FE South Eastern Regional College  
South Eastern Health and Social Care Trust  
Southern Health and Social Care Trust  
FE Southern Regional College

FE South West College  
Sport NI  
Stranmillis University College  
Strategic Investment Board  
Charity Commission for Northern Ireland  
The Commissioner for Older People for NI  
Ulster Supported Employment Limited  
Translink  
Victims and Survivors Service  
Western Health and Social Care Trust

F03: Contract award notice  
Notice identifier: 2021/S 000-006702  
Procurement identifier (OCID): ocids-h6vhtk-028f3b  
Published 31 March 2021, 4:16pm

## **Section I: Contracting authority**

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BT1 6HN

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[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Northern Ireland Policing Board

31 Clarendon Road

Belfast

BT1 3BG

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

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

Northern Ireland Policing Fund

Maryfield Complex, 100 Belfast Road

Hollywood

BT18 9QY

### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

### **Country**

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### **NUTS code**

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

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

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

NI Practice and Education Council for Nursing and Midwifery

Centre House, 79 Chichester St

Belfast

BT1 4JE

### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

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UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

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**I.1) Name and addresses**

Northern Ireland Screen

Alfred House, 21 Alfred Street

Belfast

BT2 8ED

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**NUTS code**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

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

NI Social Care Council

Millennium House, 19-25 Great Victoria St

Belfast

BT2 7AQ

#### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

#### **Country**

United Kingdom

#### **NUTS code**

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

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

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

FE Northern Regional College

Antrim Campus, Fountain Street



Antrim

BT41 4AL

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

FE North West Regional College

Strand Road

Londonderry

BT48 7AL

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

NI Tourist Board

Floors 10-12 Linum Chambers Bedford Street

Belfast

BT2 7ES

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

NI Patient Client Council

1st Floor, Ormeau Baths 18 Ormeau Avenue

Belfast

BT2 8HS

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Police Ombudsman Northern Ireland

New Cathedral Buildings, Writers' Square, 11 Church Street

Belfast

BT1 1PG

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

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**I.1) Name and addresses**

Police Service of Northern Ireland

Brooklyn

Belfast

BT5 6LE

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[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

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

Probation Board for Northern Ireland

80 - 90 North Street

Belfast

BT1 1LD

#### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

#### **Country**

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

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

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

NI Public Health Agency

Linenhall Street Unit, 12-22 Linenhall Street

Belfast

BT2 8BS

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

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<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

NI Regulation and Quality Improvement Authority

9th Floor Riverside Tower, 5 Lanyon Place

Belfast

BT1 3BT

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**Internet address(es)**

Main address

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**I.1) Name and addresses**

FE South Eastern Regional College

Victoria Avenue

Newtownards

BT23 7EH

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[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

South Eastern Health and Social Care Trust

Ulster Hospital, Upper Newtownards Rd

Belfast

BT16 1RH

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Southern Health and Social Care Trust

Craigavon Area Hospital, 68 Lurgan Road

Portadown

BT63 5QQ

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom



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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

FE Southern Regional College

Patrick Street

Newry

BT35 8DN

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

FE South West College

2 Mountjoy Road

Omagh

BT79 7AH

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

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

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

Sport NI

House of Sport, 2a Upper Malone Road

Belfast

BT9 5LA

### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**I.1) Name and addresses**

Stranmillis University College

Stranmillis Road

Belfast

BT9 5DY

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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Buyer's address

<https://etendersni.gov.uk/epps>

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

Strategic Investment Board

Carleton House Gasworks Business Park 1 Cromac Avenue

Belfast

BT7 2JA

#### **Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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

Main address

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Buyer's address

<https://etendersni.gov.uk/epps>

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

Charity Commission for Northern Ireland

257 Lough Road Lurgan

Craigavon

BT66 6NQ

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

The Commissioner for Older People for NI

Equality House 7-9 Shaftesbury Square

Belfast

BT2 7DP

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Ulster Supported Employment Limited

182-188 Cambrai Street

Belfast

BT13 3JH

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

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**NUTS code**

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**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Translink

Procurement Department

Belfast

BT2 7LX

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Victims and Survivors Service

1st Floor, Seatem House 28-32 Alfred Street

Belfast

BT2 8EN

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>

Buyer's address

<https://etendersni.gov.uk/epps>

**I.1) Name and addresses**

Western Health and Social Care Trust

Altnagelvin Area Hospital, Glenshane Road

Londonderry

BT47 6SB

**Email**

[Collaboration.CPD@finance-ni.gov.uk](mailto:Collaboration.CPD@finance-ni.gov.uk)

**Country**

United Kingdom

**NUTS code**

UK - UNITED KINGDOM

**Internet address(es)**

Main address

<https://etendersni.gov.uk/epps>



Buyer's address

<https://etendersni.gov.uk/epps>

## **I.2) Information about joint procurement**

The contract involves joint procurement

The contract is awarded by a central purchasing body

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

Body governed by public law

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

General public services

---

## **Section II: Object**

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

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

Provision of Travel Management Services Framework for Northern Ireland Civil Service, Agencies, Non-Departmental Public Bodies and other Participating Bodies

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

- 63516000 - Travel management services

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

Services

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

The Framework Agreement will provide a fully managed Travel Management Service for all UK and International Travel, accommodation and any other associated services that aid Business, Non-staff, Patient, Student and Security Personnel travel. The range of Travel Services will cover as a minimum Air, Rail, Ferry, Car Hire, Taxi / onward road travel, Car parking, Accommodation and Hotel Conferencing and travel insurance. This Framework Agreement will allow the Participating bodies listed in the Specification

Schedule to establish a Call-off Contract with the successful Contractor to provide their Travel services when required. There is no commitment to the usage, volume or value of services required under this Framework.

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

This contract is divided into lots: No

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

Lowest offer: £60,000,000 / Highest offer: £75,000,000 taken into consideration

### **II.2) Description**

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

- 63516000 - Travel management services

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

NUTS codes

- UKN - NORTHERN IRELAND

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

The Framework Agreement will provide a fully managed Travel Management Service for all UK and International Travel, accommodation and any other associated services that aid Business, Non-staff, Patient, Student and Security Personnel travel. The range of Travel Services will cover as a minimum Air, Rail, Ferry, Car Hire, Taxi / onward road travel, Car parking, Accommodation and Hotel Conferencing and travel insurance. This Framework Agreement will allow the Participating bodies listed in the Specification Schedule to establish a Call-off Contract with the successful Contractor to provide their Travel services when required. There is no commitment to the usage, volume or value of services required under this Framework.

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

Quality criterion - Name: AC1 Key personnel / Weighting: 4.5

Quality criterion - Name: AC2 General and Core Service Requirements / Weighting: 7.5

Quality criterion - Name: AC3 Booking Systems including online self-booking tool and offline booking processes / Weighting: 8

Quality criterion - Name: AC4 Social Considerations / Weighting: 4.5

Quality criterion - Name: AC5 Client Specific Travel Service Requirements / Weighting: 7.5

Quality criterion - Name: AC6 Servicing the Contract / Weighting: 6.5

Quality criterion - Name: AC7 Payment and Invoicing / Weighting: 6.5

Quality criterion - Name: AC8 Transition and Implementation / Weighting: 5

Cost criterion - Name: AC9 Transaction Fees / Weighting: 50

### **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 successful Contractor's performance on this Contract will be managed as per the specification and regularly monitored see <https://www.finance-ni.gov.uk/publications/procurement-guidance-note-0112-contract-management-principles-and-procedures>.

Contractors not delivering on contract requirements is a serious matter. It means the public purse is not getting what it is paying for. If a contractor fails to reach satisfactory levels of contract performance they will be given a specified time to improve. If, after the specified time, they still fail to reach satisfactory levels of contract performance, the matter will be escalated to senior management in CPD for further action. If this occurs and their performance still does not improve to satisfactory levels within the specified period, it may be grounds for termination of the contract at the Contractors expense. In lieu of termination they may be issued with a Notice of Written Warning or a Notice of Unsatisfactory Performance. A central register of such Notices for supplies and services contracts will be maintained and published on the CPD website. . Any contractor in receipt of multiple Notice of Written Warning or Notice of Unsatisfactory Performance will be required to declare this in future tender submissions for a period of three years from the date of issue of the Notice. It may also result in the contractor being excluded from all procurement competitions being undertaken by Centres of Procurement Expertise on behalf of bodies covered by the Northern Ireland Procurement Policy. The value of spend under this framework is estimated to be in the range of £60-£75 million. There is however no commitment to the usage, volume or value of services required under this Framework.

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## **Section IV. Procedure**

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

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

Open procedure

#### **IV.1.3) Information about a framework agreement or a dynamic purchasing system**

The procurement involves the establishment of a framework agreement

#### **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 000-002021](#)

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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## **Section V. Award of contract**

### **Contract No**

1

### **Title**

Contract

A contract/lot is awarded: Yes

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

#### **V.2.1) Date of conclusion of the contract**

30 March 2021

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

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

WORLD TRAVEL CENTRE LTD

Murrays Exchange

BELFAST

BT12 5DR

Email

[tenders@selective-travel.co.uk](mailto:tenders@selective-travel.co.uk)

Country

United Kingdom

NUTS code

- UK - UNITED KINGDOM

Internet address

<https://etendersni.gov.uk/epps>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £75,000,000

Lowest offer: £60,000,000 / Highest offer: £75,000,000 taken into consideration

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## **Section VI. Complementary information**

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

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures.

n/a

Country

United Kingdom

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

The UK does not have any such bodies with responsibility for appeal/mediation procedures.

n/a

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

CPD has complied with the Public Contracts Regulations 2015 (as amended). As only one tender was received the Authority did not apply a standstill period.