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Tender

## **e-Commerce Warehouse and Fulfillment Services**

VisitBritain/VisitEngland

F02: Contract notice

Notice identifier: 2022/S 000-007769

Procurement identifier (OCID): ocds-h6vhtk-0324f3

Published 22 March 2022, 3:54pm

### **Section I: Contracting authority**

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

VisitBritain/VisitEngland

3 Grosvenor Gardens, Victoria

London

SW1W 0BD

#### **Contact**

Procurement Team

#### **Email**

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

#### **Country**

United Kingdom

#### **NUTS code**

UKI3 - Inner London – West

**Internet address(es)**

Main address

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

Buyer's address

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

**I.3) Communication**

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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<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**

e-Commerce Warehouse and Fulfillment Services

Reference number

BTA1405

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

- 63120000 - Storage and warehousing services

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

Services

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

This requirement is for provision for e-Commerce Warehouse and Fulfillment Service.

VisitBritain Retail is the commercial arm of VisitBritain. We are the official shop of the British Tourist Authority and sell all essentials for a fantastic trip to Britain: tourist attraction tickets, sightseeing tours, London Transport tickets, airport transfers and travel essentials which customers can purchase before they travel. We operate 12 VisitBritain online shops in 7 local languages and 9 currencies and deal with customers from 90 countries. We also run the TfL Visitor shop website on behalf of TfL where customers can buy Visitor Oyster Cards and Travelcards ahead of their travel dates to avoid queueing while on their vacation. In our capacity as the British Tourist Authority representing Britain worldwide.

Please note that the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) is likely to apply to the services.

#### **II.1.5) Estimated total value**

Value excluding VAT: £4,000,000

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

This contract is divided into lots: No

## **II.2) Description**

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

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

The tender process will be two stage restricted procedure. In the first stage, Tenderers who are interested in this contract are invited to submit their response to Standard Selection Questionnaire (SQQ). VisitBritain (VB) intends to shortlist up to five (5) of the highest scoring Applicants from the first stage and invite them to participate in the next stage of the procurement process (Invitation To Tender). Suppliers that are invited to tender must score a minimum of 40%, with the top three (3) Tenderers with the highest scores being invited to participate in interview/presentation stage together with site visits.

Interested suppliers must complete the online SSQ which can be accessed via Atamis e-Procurement system. <https://visitbritain.force.com/s/Welcome>. SSQ must be completed and submitted no later than 12:00 pm on 22 April 2022.

The incumbent supplier has indicated that it considers that the Transfer of Undertakings (Protection of Employment) Regulations 2006 will apply should the contract be awarded to a different supplier. This means that there will be a transfer of staff – believed to be no more than 4 – unless agreed otherwise.

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

Price is not the only award criterion and all criteria are stated only in the procurement documents

### **II.2.6) Estimated value**

Value excluding VAT: £4,000,000

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

Start date

1 November 2022

End date

31 October 2025

This contract is subject to renewal

Yes

Description of renewals

Two further renewals of 12 months each.

**II.2.9) Information about the limits on the number of candidates to be invited**

Envisaged minimum number: 5

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

As stated in the procurement documents

**II.2.10) Information about variants**

Variants will be accepted: No

**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

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## **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

As indicated in the procurement documents.

#### **III.1.2) Economic and financial standing**

Selection criteria as stated in the procurement documents

#### **III.1.3) Technical and professional ability**

Selection criteria as stated in the procurement documents

### **III.2) Conditions related to the contract**

#### **III.2.2) Contract performance conditions**

As indicated in the procurement documents.

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## **Section IV. Procedure**

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

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

Restricted 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

22 April 2022

Local time

12:00pm

#### **IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates**

9 May 2022

#### **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: 3 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

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

**VI.4.1) Review body**

VisitBritain/VisitEngland

3 Grosvenor Gardens, Victoria

London

SW1W 0BD

Email

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

Country

United Kingdom

Internet address

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

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

VisitBritain/VisitEngland

3 Grosvenor Gardens, Victoria

London

SW1W 0BD

Email

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

Country

United Kingdom

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