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Tender

## **Staffed Pop-up Visitor Information Points for the BATP**

WEST MIDLANDS GROWTH COMPANY LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-015087

Procurement identifier (OCID): ocids-h6vhtk-02c263

Published 1 July 2021, 2:59pm

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

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

WEST MIDLANDS GROWTH COMPANY LIMITED

Baskerville House,2 Centenary Square

BIRMINGHAM

B12ND

#### **Contact**

Ronny Tigere

#### **Email**

[ronny.tigere@wmgrowth.com](mailto:ronny.tigere@wmgrowth.com)

#### **Telephone**

+44 1212025057

#### **Country**

United Kingdom

**NUTS code**

UKG3 - West Midlands

**Internet address(es)**

Main address

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

Buyer's address

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

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

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

Body governed by public law

**I.5) Main activity**

General public services

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## **Section II: Object**

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

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

Staffed Pop-up Visitor Information Points for the BATP

Reference number

2021-WMGC-0023

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

- 63513000 - Tourist information services

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

Services

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

The Leisure Tourism programme aims to drive long-term economic benefits by boosting the West Midlands' and UK's global reputation as a world-class destination for national and international visitors. These economic benefits will be achieved by enhancing perceptions of the UK and West Midlands and strengthening the UK's relationship with other nations. To ensure that visitors experience the best possible welcome and assistance with wayfinding, booking tickets and enjoying their time in the region, we propose that Staffed Pop-up Visitor Information Points be established at key sites and gateway locations for the duration of the Commonwealth Games Cultural Programme, from March to September 2022, including the period of the Games in July and August 2022. National and international visitors expect official visitor information in-destination. Owing to significant cuts to local authority budgets, there are few permanent Tourist Information Centres (TICs) remaining in the region. As we welcome visitors to the region's destinations, it is critical that our towns and cities can promote their assets, welcome, provide recommendations, and make sales. This also supports destinations and their residents' sense of involvement with the Commonwealth Games.

This work package complements our training of frontline staff but provides the official capacity to greet visitors where they need to find out information. In consultation with the host destination, we will schedule these pop-up and mobile information points at transport hubs, in empty shops on the high street, at live events, or in a civic space.

The budget provides for up to 15 staff to work either with local authority service staff, BID ambassadors, or in pairs, offering a warm welcome, accurate information, wayfinding and

travel signposting and recommendations to encourage visitors to stay longer and experience the richness of the region's offer.

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

Value excluding VAT: £350,125

#### **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

- UKG - West Midlands (England)

Main site or place of performance

As the crow flies from Baskerville House Birmingham B1 Post Code

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

The BATP tourism team is structured to manage contracts for delivery and provide key stakeholder liaison therefore, following assessment of the needs of this work package, we confirm that contracting the staffing and the pop-up visitor information service offers the best value and guaranteed standards of service needed for a finite timescale across Cultural Programme and Games time, across a wide geography.

#### **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: £350,125

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

Start date

12 October 2021

End date

31 March 2023

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 is a fixed contract, however if a contract variation is required then this will be applied using variation clause and inline with Reg.72 modification of contracts during their term

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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 described in Tender and Contract documents

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

List and brief description of selection criteria

As described in Tender and Contract documents

Minimum level(s) of standards possibly required

As described in Tender and Contract documents

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

List and brief description of selection criteria

As described in Tender and Contract documents

Minimum level(s) of standards possibly required

As described in Tender and Contract documents

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

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

As described in Tender and Contract documents

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

Date

16 August 2021

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

### **IV.2.7) Conditions for opening of tenders**

Date

16 August 2021

Local time

1:00pm

Place

Remotely online

Information about authorised persons and opening procedure

Procurement Lead ; Procurement Support Manager, Finance Manager

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## **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**

This procurement exercise is being conducted using In-Tend (e-tendering platform). All tenderers wishing to participate in this tender process are required to register on this link <https://in-tendhost.co.uk/wmgrowth.aspx/Registration> and use the Register / Sign In button which is located on the left hand side of the page and complete the registration forms. Following registration, an e-mail will be sent to you advising of your user ID along with a reminder of your e-mail address and password. Details of the project are located under the current tenders link which is also where you can express an interest and receive the

documentation. Once you have done this you must log back into the website using the details provided following registration and locate the contract document under Tenders, My Tenders on the menu. The Tender should be received no later than Monday 16th August 2021. Please note there is no Exclusivity in awarding this contract. The Authority reserves to award this contract in any form or to withdraw the award of the whole contract during or after the tender process before entering into contract with any bidder. Bidders in tendering for this contract must be fully aware that no faulty break clauses will apply and acceptance of such will form one of the conditions of the contract. Furthermore, the Contracting Authority Terms will apply and will be binding on the contract by acceptance of the form of tender without qualifying any of the terms.

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

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

Commercial Working Group

Baskerville House 2 Centenary Square Birmingham United Kingdom



Birmingham

B1 2ND

Email

[ronny.tigere@wmgc.com](mailto:ronny.tigere@wmgc.com)

Telephone

+44 1212025115

Country

United Kingdom

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

Precise information on deadline(s) for review procedures

WMGC Ltd will incorporate a minimum of 10 calendar day standstill period at the point information on the award of the contract is communicated to tenderers. This period allows unsuccessful tenderers to seek further debriefing from the contracting Authority before the contract is entered into. The further clarification request of the intention to award must be sought within 10 days of issuing the intention to award letters.