

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/018170-2021>

Tender

## **Travel and Venue Solutions**

The Minister for the Cabinet Office acting through Crown Commercial Service

F02: Contract notice

Notice identifier: 2021/S 000-018170

Procurement identifier (OCID): ocds-h6vhtk-02ce68

Published 29 July 2021, 10:45pm

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

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

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

#### **Email**

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

#### **Telephone**

+44 3150103503

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

<https://www.gov.uk/ccs>

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

The contract is awarded by a central purchasing body

**I.3) Communication**

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

<https://crowncommercialservice.bravosolution.co.uk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://crowncommercialservice.bravosolution.co.uk>

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

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

Ministry or any other national or federal authority

**I.5) Main activity**

Other activity

Public Procurement for travel booking solutions

---

## **Section II: Object**

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

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

Travel and Venue Solutions

Reference number

RM6217

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

- 63516000 - Travel management services

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

Services

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

Crown Commercial Service, as the Authority, is putting in place a Framework Agreement for the provision of Travel and Venue booking solutions for use by Central Government Departments and all other UK Public Sector Bodies, including but not limited to Local Authorities, Health, Police, Fire and Rescue, Education and Devolved Administrations.

This will also include British and foreign nationals in the event that the UK Government is supporting them as part of an emergency and/or crisis management response.

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

Value excluding VAT: £11,500,000,000

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 4

The contracting authority reserves the right to award contracts combining the following lots or groups of lots:

Bidders can only be awarded onto either Lot 1 or Lot 2, they cannot be awarded a place on both Lots. If a bidder is successful in both Lot 1 and Lot 2 they will be awarded

a Framework contract based on their preference in the selection questionnaire.

The maximum number of awards to a bidder would be either Lot 1 or 2, Lot 3 and Lot 4.

## **II.2) Description**

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

Booking Solutions UK Points of Sale – Low Touch

Lot No

1

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

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services

- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

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

NUTS codes

- UK - United Kingdom

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

Lot 1 is for the provision of Travel and Venue booking solutions from UK points of sale.

The customer demographic for this Lot is to address the following requirements:

Customer(s) with low to no additional requirements and high online adoption (above 90%), mostly domestic travel.

The booking solutions to be delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

Optional Services: Travel Ancillary Services

The full scope of Lot 1 is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

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

Quality criterion - Name: Quality / Weighting: 40

Price - Weighting: 60

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

Value excluding VAT: £1,000,000,000

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

Duration in months

48

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.2.13) 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 initial duration of the framework is 3 years with an option to extend for up to one year.

## **II.2) Description**

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

Booking Solutions UK & Overseas Points of Sale - High Touch

Lot No

2

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

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services

- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services



- 85100000 - Health services

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

NUTS codes

- UK - United Kingdom

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

Lot 2 is for the provision of Travel and Venue booking solutions from UK and Overseas points of sale.

The customer demographic for this Lot is to address the following requirements:

Customer(s) with premium requirements above Framework, online adoption under 90%. Considerable international volume.

The booking solutions to be delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

Optional Services: Air/Boat/Helicopter chartering, Crisis Management Services (Repatriation, Emergency Accommodation, MEDEVAC) Security & Risk Management services, Implants.

The full scope of Lot 2 is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Value excluding VAT: £5,000,000,000

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

Duration in months

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.2.13) 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 initial duration of the framework is 3 years with an option to extend for up to one year.

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

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

Booking Solutions Specialist Needs

Lot No

3

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

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services

- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services

- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

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

NUTS codes

- UK - United Kingdom

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

Lot 3 is for provision of Travel and Venue Booking Solutions with specialist needs.

The customer demographic for this Lot is to address the following requirements from the Ministry of Defence (MOD):

Premium requirements above Framework, online adoption under 90%. Considerable international volume.

The booking solutions to be delivered within this Lot are: Accommodation, Air, Ferry, Eurotunnel, Ground Transportation (including but not limited to International Car Hire, Coach with driver, Taxis), Rail booking (UK, Europe & International) Group Accommodation, Crisis Management Services (Repatriation, Emergency Accommodation, MEDEVAC) and supporting ancillary services (including but not limited to duty of care, Parking and Passenger tracking).

The full scope of Lot 3 is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

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

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

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

Value excluding VAT: £3,000,000,000

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

Duration in months

48

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.2.13) 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 initial duration of the framework is 3 years with an option to extend for up to one year.

## **II.2) Description**

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

Booking Solutions Venues & Events

Lot No

4

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

- 30237240 - Web camera
- 48222000 - Web server software package
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services

- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 60120000 - Taxi services
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60420000 - Non-scheduled air transport services
- 60423000 - Air-charter services
- 60424000 - Hire of air transport equipment with crew
- 60424100 - Hire of aircraft with crew
- 60424110 - Hire of fixed-wing aircraft with crew
- 60424120 - Hire of helicopters with crew
- 60651000 - Hire of vessels with crew
- 60651100 - Hire of sea-going vessels with crew
- 60651200 - Hire of inland waterway vessels with crew
- 60653000 - Hire of boats with crew
- 63000000 - Supporting and auxiliary transport services; travel agencies services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63520000 - Transport agency services
- 63700000 - Support services for land, water and air transport

- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63726400 - Ship chartering services
- 75122000 - Administrative healthcare services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79952000 - Event services
- 79997000 - Business travel services
- 85100000 - Health services

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

NUTS codes

- UK - United Kingdom

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

Domestic and international Venue Find and Events booking solutions including find booked from UK points of sale.

Includes the booking of venues for exclusive use and group accommodation and booking of Virtual/Digital/Hybrid meetings & events.

The full scope of Lot 4 is set out in the Framework Schedule 1 (Specification) that is part of the Invitation to Tender documentation.

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

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Value excluding VAT: £2,500,000,000

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

Duration in months

48

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.2.13) 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 initial duration of the framework is 3 years with an option to extend for up to one year.

---

### **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

Candidates will be assessed in accordance with Section 5 of the 2015 Public Contract Regulations (implementing the directive) on the basis of information provided in response to an invitation to tender (ITT) registering for access.

##### **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



---

## **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

Framework agreement with several operators

Envisaged maximum number of participants to the framework agreement: 8

#### **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: [2020/S 253-639089](#)

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

Date

31 August 2021

Local time

3:00pm

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

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

Date

31 August 2021

Local time

3:01pm

---

### **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**

As part of this contract notice the following documents can be accessed at:

<https://www.contractsfinder.service.gov.uk/Notice/8fe99c23-e34b-4248-ab08-1fb739bb8eee>

- 1) Contract notice transparency information for the agreement;
- 2) Contract notice authorised customer list;
- 3) Rights reserved for CCS framework.

On 2.4.2014 Government introduced its Government Security Classifications (GSC) scheme which replaced Government Protective Marking Scheme (GPMS). A key aspect is the reduction in the number of security classifications used. All bidders should make themselves aware of the changes as it may impact this requirement. This link provides information on the GSC at:

<https://www.gov.uk/government/publications/government-security-classifications>

Cyber Essentials is a mandatory requirement for Central Government contracts which involve handling personal information or provide certain ICT products/services. Government is taking steps to reduce the levels of cyber security risk in its supply chain through the Cyber Essentials scheme. The scheme defines a set of controls which, when implemented, will provide organisations with basic protection from the most prevalent forms of threat coming from the internet. To participate in this procurement, bidders must be able to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

Some purchases under this framework Agreement may have requirements that can be met under this Framework Agreement but the purchase of which may be exempt from the Procurement Regulations (as defined in Attachment 1 – About the framework within the invitation to tender documentation). In such cases, Call-offs from this Framework will be unregulated purchases for the purposes of the Procurement Regulations, and the buyers may, at their discretion, modify the terms of the Framework and any Call-off Contracts to reflect that buyer's specific needs.

CCS reserve the right to award a framework to any bidder whose final score is within 1% of the last position.

Minimum Standards of Reliability – as set out in the selection questionnaire in the ITT pack.

Registering for access:

This procurement will be managed electronically via the eSourcing suite. This will be the route for sharing all information and communicating with bidders. If you have recently registered on the eSourcing suite for another CCS procurement you can use the same account for this new procurement. If not, you will first need to register your organisation on the portal.

Use the following link for information on how register and use the eSourcing tool:  
<https://www.gov.uk/government/publications/esourcing-tool-guidance-for-suppliers>

For assistance please contact the eSourcing Help desk operated by email at [eEnablement@crowncommercial.gov.uk](mailto:eEnablement@crowncommercial.gov.uk) or call 0345 410 2222.

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

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

The Minister for the Cabinet Office acting through Crown Commercial Service

9th Floor, The Capital, Old Hall Street

Liverpool

L3 9PP

Email

[supplier@crowncommercial.gov.uk](mailto:supplier@crowncommercial.gov.uk)

Telephone

+44 3450103503

Country

United Kingdom

Internet address

<https://www.crowncommercial.gov.uk/>