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Tender

## **Tourist Information Management Contract**

Denbighshire County Council

F02: Contract notice

Notice identifier: 2021/S 000-026332

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

Published 21 October 2021, 8:54am

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

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

Denbighshire County Council

Wynnstay Road

Ruthin

LL15 1YN

#### **Email**

[Procurement@denbighshire.gov.uk](mailto:Procurement@denbighshire.gov.uk)

#### **Telephone**

+44 1824712612

#### **Country**

United Kingdom

#### **NUTS code**

UKL13 - Conwy and Denbighshire

**Internet address(es)**

Main address

[www.denbighshire.gov.uk](http://www.denbighshire.gov.uk)

Buyer's address

[https://www.sell2wales.gov.wales/search/Search\\_AuthProfile.aspx?ID=AA0280](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.3) Communication**

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

<https://supplierlive.proactisp2p.com/Account/Login>

Additional information can be obtained from another address:

Denbighshire County Council

Ruthin

**Email**

[procurement@denbighshire.gov.uk](mailto:procurement@denbighshire.gov.uk)

**Country**

United Kingdom

**NUTS code**

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**Internet address(es)**

Main address

<https://supplierlive.proactisp2p.com/Account/Login>

Buyer's address

<https://supplierlive.proactisp2p.com/Account/Login>

Tenders or requests to participate must be submitted electronically via

<https://supplierlive.proactisp2p.com/Account/Login>

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://supplierlive.proactisp2p.com/Account/Login>

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

Regional or local authority

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

General public services

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

Value excluding VAT: £300,000

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

Duration in months

60

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.2.12) Information about electronic catalogues**

Tenders must be presented in the form of electronic catalogues or include an electronic catalogue

**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

Selection criteria as stated 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 described in the procurement documentation

## **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

19 November 2021

Local time

3:00pm

#### **IV.2.4) Languages in which tenders or requests to participate may be submitted**

English, Welsh

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

Date

19 November 2021

Local time

3:00pm

Place

Electronic opening Proactis portal

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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**

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](mailto: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)

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:

The Community Benefits included in this contract are:

Provided within the tender on Proactis portal

(WA Ref:114977)

The buyer considers that this contract is suitable for consortia.

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

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

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom