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Tender

## **BTA1996 - Enhancing Accessibility Information (Tourism Venues)**

VisitBritain/VisitEngland

F24: Concession notice

Notice identifier: 2023/S 000-026542

Procurement identifier (OCID): ocds-h6vhtk-03fb03

Published 7 September 2023, 5:29pm

### **Section I: Contracting authority/entity**

#### **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

## **Region 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

Applications or, where applicable, tenders must be submitted to the above-mentioned address

## **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

BTA1996 - Enhancing Accessibility Information (Tourism Venues)

Reference number

BTA1996

#### 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

VisitEngland (VE) plays a key role in facilitating an accessible and inclusive tourism industry.

In support of the Government's ambition for the UK to become the most accessible tourism destination in Europe, VE wishes to improve the holiday planning experience for visitors with a wide range of accessibility requirements by advancing a two-part approach to enhancing accessibility information.

To save time and energy when researching a trip, people with accessibility requirements require the ability to filter lists of places to stay and visit based on key accessibility features. They should then be able to access full and detailed access information, in the form of an Accessibility Guide, in order to make the final choice of venue.

This requirement is being Procured under the Concession Contracts Regulations 2016 due to the income generation value for Lot 1. Interested suppliers must note that this requirement is divided into the following Lots:

##### Lot 1 ACCESSIBILITY GUIDES

VE is seeking to appoint a supplier who has a proven track record in delivering an established and trusted Accessibility Guides service to tourism businesses and consumers across England, where VE (and likely key stakeholders including Local Visitor Economy Partnerships) would act as a lead generator for the supplier. VE will promote the appointed

supplier exclusively in relation to the provision of Accessibility Guides. The co-association of both brands would derive mutual benefit and generate a specific financial, or other, advantage, which is applied for the benefit of both parties.

The estimated value of this Lot 1 concession contract is based on the estimated total turnover of the 'concessionaire' generated over the duration of the contract (including option years), net of VAT.

## Lot 2 ACCESSIBILITY FEATURES QUESTION SET

VE requires the supplier to develop a question set that tourism product distributors will use to gather data on the top accessibility features of venues they list, allowing them to display this information as part of venue listings on their websites.

As the work comprises two distinct parts, it is divided into two Lots and to ensure the work can advance concurrently, we are seeking a different supplier for each Lot. However, the interdependence of the two Lots requires the two suppliers to work closely to achieve success and ensure consistency for disabled people and their companions. It will be particularly important that the Lot 1 supplier actively inputs into Lot 2 works as a critical partner.

Interested suppliers can access the procurement documentation for this opportunity free of charge via the Atamis eprocurement system: <https://visitbritain.force.com/s/Welcome>

If you have recently registered on the Atamis eProcurement portal for another VisitBritain requirement, you can use the same account. If not, you will first need to register your organisation on the portal.

To register, you will need to:

1. Go to the URL: <https://visitbritain.force.com/s/Welcome>
2. Select 'Click here to register!'
3. Read and agree to the portal user agreement
4. Complete the registration form, providing information including:
  - The full legal name of your organisation,
  - Your company registration number,
  - Your DUNS number-a unique nine-digit number provided to organisations free of charge by Dun & Bradstreet.
  - Whether your organisation is a Small –Medium Sized Enterprise (SME)
  - User and contact details.

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

Value excluding VAT: £595,000

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

This concession is divided into lots: Yes

Tenders may be submitted for one lot only

## **II.2) Description**

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

Lot 1 - Accessibility Guides

Lot No

1

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

- 75125000 - Administrative services related to tourism affairs
- 63514000 - Tourist guide services
- 75125000 - Administrative services related to tourism affairs

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK

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

VE is seeking to appoint a supplier who has a proven track record in delivering an established and trusted Accessibility Guides service to tourism businesses and consumers across England, where VE (and likely key stakeholders including Local Visitor Economy Partnerships) would act as a lead generator for the supplier. VE will promote the appointed supplier exclusively in relation to the provision of Accessibility Guides. The co-association of both brands would derive mutual benefit and generate a specific financial, or other, advantage, which is applied for the benefit of both parties.

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

Concession is awarded on the basis of the criteria stated in the procurement documents

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

Value excluding VAT: £570,000

### **II.2.7) Duration of the concession**

Duration in months

60

### **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**

CPV code 75125000 Administrative Services related to Tourism Affairs

## **II.2) Description**

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

Lot 2 - Accessibility Features Question Set

Lot No

2

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

- 75125000 - Administrative services related to tourism affairs
- 63513000 - Tourist information services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

UK

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

VE requires the supplier to develop a question set that tourism product distributors will use to gather data on the top accessibility features of venues they list, allowing them to display this information as part of venue listings on their websites.

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

Concession is awarded on the basis of the criteria stated in the procurement documents

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

Value excluding VAT: £25,000

#### **II.2.7) Duration of the concession**

Start date

8 November 2023

End date

31 March 2024

#### **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, indication of information and documentation required

As stated in the procurement documentation.

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for submission of applications or receipt of tenders**

Date

6 October 2023

Local time

12:00pm

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

English



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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.3) Additional information**

The BTA previously issued an FTS Prior Information Notice <https://www.find-tender.service.gov.uk/Notice/019327-2023> and Contracts Finder Notice <https://www.find-tender.service.gov.uk/Notice/019327-2023> on 19 June 2023 alerting the market to this potential opportunity.

### **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

Internet address

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

**VI.4.4) Service from which information about the review procedure may be obtained**

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)