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Contract

BATP Provision of Travel Management Services Contract

WEST MIDLANDS GROWTH COMPANY LIMITED

F03: Contract award notice

Notice identifier: 2021/S 000-029929

Procurement identifier (OCID): ocids-h6vhtk-02e4b2

Published 2 December 2021, 11:35am

Section I: Contracting authority

I.1) Name and addresses

WEST MIDLANDS GROWTH COMPANY LIMITED

16 Summer Lane

BIRMINGHAM

B19 3SD

Contact

Ronny Tigere

Email

ronny.tigere@wmgrowth.com

Telephone

+44 1212025057

Country

United Kingdom

NUTS code

UKG3 - West Midlands

Internet address(es)

Main address

<https://www.wmgrowth.com>

Buyer's address

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

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

BATP Provision of Travel Management Services Contract

Reference number

2021-WMGC-0048

II.1.2) Main CPV code

- 63516000 - Travel management services

II.1.3) Type of contract

Services

II.1.4) Short description

The scope of these services is to provide travel management services for the Business and Tourism Programme (BATP) and Business as Usual BAU

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £431,189

II.2) Description

II.2.2) Additional CPV code(s)

- 63516000 - Travel management services
- 63520000 - Transport agency services

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

Main site or place of performance

West Midlands as the crow flies from post code B1

II.2.4) Description of the procurement

WMGC Ltd requires setting up a Framework Agreement with a single Travel Management Company at no volume guarantee basis to assist in the planning, booking, organisation, scheduling and issue resolution of both domestic and international travel. The Travel Management Company should have an Online Booking Tool (OBT) software which has the ability to integrate with WMGC Ltd expense management solution and a team of dedicated back office staff who will be able to learn, understand and provide WMGC LTD travel requirements inline with travel policy and guidelines. The services of an experienced Travel Management Company is required for the following markets:

- a) Australia
- b) USA and Canada

- c) India
- d) Singapore and Malaysia
- e) Dubai
- f) China

This tender will cover the provision of a fully managed travel service for the purpose of booking all rail and air travel tickets, all hotel accommodation and other requirements related to business travel. The selected contractor to this Framework will provide WMGC Ltd with travel related services that will enable staff and event planners to book flights, accommodation and with an online booking tool (OBT) and, when required, with the assistance of a live contact centre agent who can completely book full trip itineraries for both international and domestic travel. The BATP and BAU has a requirement for both domestic (within United Kingdom) and overseas travel to key markets and the intention of

this 4-year Framework Agreement is to standardise and control corporate travel across the business including Business as Usual (BAU). Rail, Hotel accommodation and Flights are a key spend areas for the BATP and it is estimated that spend against the Framework shall be in the region of £0 to £431,189.00 over the life of the Framework and it is estimated that the bulk of the spend (transactions) shall be on flights bookings, rail and hotel accommodation. The successful bidder will be required to perform, but not limited to, the services detailed in the service specifications brief. In the initial stages of the framework call off contracts, it is expected that the majority of transactions will be undertaken off-line, but as process becomes fully embedded between WMGC Ltd and the framework contracted supplier develops and spend becomes controlled, an on-line transaction will be rolled out to all service areas. WMGC Ltd are also looking to have a solution which offers a streamlined back-office processes which helps in producing management information as required by finance and staff. The successful bidder to the framework will be required to offer and develop solutions to ensure all processes are as efficient and integrated as possible.

II.2.5) Award criteria

Quality criterion - Name: Experience of Organisation and Team / Weighting: 10

Quality criterion - Name: Meeting Needs / Weighting: 5

Quality criterion - Name: Service Quality / Weighting: 5

Quality criterion - Name: Added Value / Weighting: 5

Quality criterion - Name: Reservation process / Weighting: 5

Quality criterion - Name: Emergency Response / Weighting: 5

Quality criterion - Name: Implementation Plan / Weighting: 5

Quality criterion - Name: Complaints Handling / Weighting: 5

Quality criterion - Name: Billing Process / Weighting: 5

Quality criterion - Name: Account Management / Weighting: 5

Quality criterion - Name: Social & Community Benefit / Weighting: 10

Quality criterion - Name: Environmental and Sustainability Policies / Weighting: 5

Price - Weighting: 30

II.2.11) Information about options

Options: No

II.2.14) Additional information

The framework value will be varied in accordance with regulation 72 to which a maximum variation of up to 50% will be permissible inline with permissions of that regulation as long as the variation is not a material change so as to alter the overall nature of the contract awarded.

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

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: [2021/S 000-023873](#)

IV.2.9) Information about termination of call for competition in the form of a prior information notice

The contracting authority will not award any further contracts based on the above prior information notice

Section V. Award of contract

Contract No

2021-WMGC-0048

Title

BATP Provision of Travel Management Services Contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 November 2021

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

BookOTel Ltd T/A arrangeMY

Unit 7 Berkeley Business Park Wainwright Road

Worcester

WR4 9FA

Email

justind@arranymy.com

Telephone

+44 1905610016

Country

United Kingdom

NUTS code

- UKG12 - Worcestershire

Internet address

www.arrangemy.com

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £431,189

Lowest offer: £0.01 / Highest offer: £431,189 taken into consideration

Section VI. Complementary information

VI.3) Additional information

There is no volume guarantees to the demand of the call contracts to be awarded, however the headroom of £431,189 in the contract notice serves as the cap to which call off contract will be awarded against this framework to the projected spend. In the event of any variation this will be in line with regulation 72.

VI.4) Procedures for review

VI.4.1) Review body

Commercial

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Birmingham

B19 3SD

Email

ronny.tigere@wmgrowth.com

Telephone

+44 1212025115

Country

United Kingdom