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Planning

## **Provision of tickets for London's key attractions and other activities via the TfL visitor centres**

Transport for London

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-030987

Procurement identifier (OCID): ocds-h6vhtk-04a39f

Published 27 September 2024, 1:22pm

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

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

Transport for London

5 ENDEAVOUR SQUARE

LONDON

E201JN

#### **Contact**

Meeta Chohan

#### **Email**

[meetachohan@tfl.gov.uk](mailto:meetachohan@tfl.gov.uk)

#### **Telephone**

+44 7830008014

**Country**

United Kingdom

**Region code**

UKI - London

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://tfl.gov.uk/>

**I.3) Communication**

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

<https://s1-eu.ariba.com/Sourcing/Main/aw?awh=r&awssk=X2t0.83p1kCfpYRu&realm=TfL&dard=1>

Additional information can be obtained from 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**

Provision of tickets for London's key attractions and other activities via the TfL visitor centres

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

- 63500000 - Travel agency, tour operator and tourist assistance services

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

Services

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

The purpose of this Prior Information Notice (PIN) is to alert potential suppliers to an opportunity for future services for providing tickets to London's main visitor attractions, theatres, and sightseeing tours. The tickets will be sold by TfL staff via TfL's five visitor centres as detailed below.

It is a market awareness exercise to share information on a potential procurement, to engage with the market on the scope and approach and to enable TfL to determine the detailed design of the procurement and commercial process.

The purpose is to test the market appetite, generate market interest, and to gain a better understanding of the capability and capacity of suppliers.

This activity is focusing on the market as a whole, rather than the merits of individual suppliers. It includes no element of supplier selection or bid evaluation. There is no commitment of any kind inferred by either party.

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

This contract is divided into lots: No

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

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

- 55900000 - Retail trade services

- 63510000 - Travel agency and similar services

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

NUTS codes

- UKI - London

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

About TfL Visitor Centres:

Visitor centres have been helping Londoners, commuters, and visitors for the last 70 years and are a one-stop shop for all travel-related inquiries, ensuring visitors have a smooth and enjoyable experience in London.

There are 5 Visitor Centres around London:

Heathrow (Heathrow Terminal 2 & 3 Tube station),

King's Cross & St Pancras International (Kings Cross & St Pancras Tube Station),

Liverpool Street (Liverpool Street Tube Station),

Piccadilly Circus (Piccadilly Circus Tube Station) and;

Victoria (opposite platform 8 at Victoria Rail Station).

Tens of thousands of customers travel through these stations on a daily basis providing high visibility for vendor products and a large opportunity for potential ticket sales.

The centres also sell tickets to many of London's top venues including fast-track admission to London's main visitor attractions, theatres, and sightseeing tours.

Providing information on London's major visitor attractions remains a key function of the centres today.

More information: <https://visitorshop.tfl.gov.uk/en/visitor-centres>

### **II.2.14) Additional information**

Expression of Interest:

Suppliers wishing to engage with the Authority for this opportunity are invited to register their interest by Friday 11th October 2024, this will be followed by a short survey.

If you wish to register an interest, please send an email clearly stating "TfL Visitor Centres - EOI" in the subject line to [meetachohan@tfl.gov.uk](mailto:meetachohan@tfl.gov.uk) including the following information:

Contact Name,

Name of Organisation,

Details of the company's website providing further information about the company,

Email address,

Telephone contact number.

TfL may engage in bilateral meetings with some of the potential suppliers who have completed the survey, to clarify survey responses if required.

A tender process may follow the PIN notice, estimated to be launched in mid-November 2024.

Following the tender, TfL are seeking to partner with up to three vendors to sell tickets via their Visitor Centres.

### **II.3) Estimated date of publication of contract notice**

12 November 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

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

This PIN is released for market sounding purposes only. This PIN does not formally signify the beginning of any procurement exercise by the Authority, nor does it constitute a commitment by the Authority to undertake a procurement. However, in the event that the Authority decides to formally commence a procurement pursuant to this PIN, a separate contract notice will be published. If a separate contract notice is published the Authority will rely on the publication of this notice to utilise the minimum time-frames permissible for the receipt of tenders and stages of a procurement.