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Contract

Travel, Transport, Accommodation & Venue Solutions

The Minister for the Cabinet Office acting through Crown Commercial Service

F03: Contract award notice

Notice identifier: 2024/S 000-032465

Procurement identifier (OCID): ocds-h6vhtk-03ec93

Published 9 October 2024, 3:50pm

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

Telephone

+44 3454102222

Country

United Kingdom

Region 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.4) Type of the contracting authority

Ministry or any other national or federal authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Travel, Transport, Accommodation & Venue Solutions

Reference number

RM6342

II.1.2) Main CPV code

- 63516000 - Travel management services

II.1.3) Type of contract

Services

II.1.4) Short description

This framework agreement covered Travel, Transport, Accommodation & Venue booking solutions, included the sourcing of air, rail and ground transportation inc vehicle hire, commercial accommodation (including, but not limited to: hotels, serviced apartments, holiday parks and camp-sites, staff blocks, halls of residence, barges and cruise vessels), ancillary services such as visas, passports and currency; services related to travel crisis response projects as required (eg. COVID test kits, evacuation services such as MEDEVAC flights, charter flights, security services, as well as emergency housing).

The scope of services also included the provision of emergency travel, accommodation and support services to UK and Foreign Nationals that were under the care of the UK Government, including, but not limited to Asylum seekers, Afghan, Sudan and Ukrainian refugees, victims of abuse, released prisoners and rough sleepers. Service provision wouldn't of only included the sourcing of suitable accommodation venues, but also the supply of additional supporting services such as welfare, security and translation services.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £12,500,000,000

II.2) Description

II.2.1) Title

UK & OVERSEAS-BOOKED BUSINESS TRAVEL, APPROVED CIVILIAN PROGRAMMES AND EMERGENCY RESPONSE SOLUTIONS

Lot No

1

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 33140000 - Medical consumables
- 33952000 - Transport equipment and auxiliary products to transportation
- 34114122 - Patient-transport vehicles
- 34114210 - Prisoner-transport vehicles
- 34114400 - Minibuses
- 34115200 - Motor vehicles for the transport of fewer than 10 persons
- 34120000 - Motor vehicles for the transport of 10 or more persons
- 34121000 - Buses and coaches
- 34121100 - Public-service buses
- 34121300 - Double-decker buses
- 34121400 - Low-floor buses
- 34121500 - Coaches
- 34500000 - Ships and boats
- 34512000 - Ships and similar vessels for the transport of persons or goods
- 34512200 - Cruise ships
- 38950000 - Polymerase Chain Reaction (PCR) equipment
- 48222000 - Web server software package

- 50111000 - Fleet management, repair and maintenance services
- 50240000 - Repair, maintenance and associated services related to marine and other equipment
- 50241100 - Vessel repair services
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 55200000 - Camping sites and other non-hotel accommodation
- 55210000 - Youth hostel services
- 55220000 - Camping-site services
- 55240000 - Holiday centre and holiday home services
- 55250000 - Letting services of short-stay furnished accommodation
- 55270000 - Services provided by bed and breakfast establishments
- 55520000 - Catering services
- 60000000 - Transport services (excl. Waste transport)
- 60100000 - Road transport services
- 60112000 - Public road transport services
- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 60140000 - Non-scheduled passenger transport
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60180000 - Hire of goods-transport vehicles 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
- 60600000 - Water transport services
- 60650000 - Hire of water transport equipment 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
- 63516000 - Travel management services
- 63520000 - Transport agency services
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63712000 - Support services for road transport
- 63720000 - Support services for water transport
- 63726000 - Miscellaneous water transport support services
- 63726400 - Ship chartering services

- 63726600 - Ship-operating services
- 63730000 - Support services for air transport
- 64224000 - Teleconferencing services
- 70130000 - Letting services of own property
- 70300000 - Real estate agency services on a fee or contract basis
- 70333000 - Housing services
- 71320000 - Engineering design services
- 75111100 - Executive services
- 75122000 - Administrative healthcare services
- 75231200 - Services related to the detention or rehabilitation of criminals
- 75240000 - Public security, law and order services
- 79111000 - Legal advisory services
- 79415200 - Design consultancy services
- 79430000 - Crisis management services
- 79530000 - Translation services
- 79540000 - Interpretation services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79900000 - Miscellaneous business and business-related services
- 79952000 - Event services
- 79993000 - Building and facilities management services
- 79997000 - Business travel services
- 85000000 - Health and social work services
- 85312400 - Welfare services not delivered through residential institutions
- 85320000 - Social services
- 98000000 - Other community, social and personal services

- 98300000 - Miscellaneous services
- 98340000 - Accommodation and office services
- 98341100 - Accommodation management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This lot covers the full scope of traditional UK or global-booked business travel, meetings, conferences and venues for events. Civilian programmes and crisis response travel and accommodation solutions, with additional (optional) wraparound welfare and security services for civilians as part of venue or accommodation-find services. Chartered air, rail or ground transportation for any type of planned or unplanned event or emergency response situation; commercial air, rail, ground transport or accommodation services. Accommodation included but not limited to hotels, serviced apartments, holiday parks, marine vessels. To be clear, this was a “one stop shop” lot, which can cater for all services that are catered separately under Lots 2, 3 and 4.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Crown Commercial Service has acted as the Agent on behalf of the Authority.

3 Places to be awarded because it was a maximum of 3 per lot.

II.2) Description

II.2.1) Title

UK-BOOKED NATIONAL & INTERNATIONAL BUSINESS TRAVEL

Lot No

2

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 33952000 - Transport equipment and auxiliary products to transportation
- 34114122 - Patient-transport vehicles
- 34114210 - Prisoner-transport vehicles
- 34114400 - Minibuses
- 34115200 - Motor vehicles for the transport of fewer than 10 persons
- 34120000 - Motor vehicles for the transport of 10 or more persons
- 34121000 - Buses and coaches
- 34121100 - Public-service buses
- 34121300 - Double-decker buses
- 34121400 - Low-floor buses
- 34121500 - Coaches
- 48222000 - Web server software package
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55130000 - Other hotel services
- 55200000 - Camping sites and other non-hotel accommodation
- 55250000 - Letting services of short-stay furnished accommodation
- 55270000 - Services provided by bed and breakfast establishments
- 55520000 - Catering services

- 60000000 - Transport services (excl. Waste transport)
- 60100000 - Road transport services
- 60112000 - Public road transport services
- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 60140000 - Non-scheduled passenger transport
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60180000 - Hire of goods-transport vehicles with driver
- 60200000 - Railway transport services
- 60400000 - Air transport services
- 60410000 - Scheduled air transport services
- 60424120 - Hire of helicopters with crew
- 60600000 - Water transport services
- 63500000 - Travel agency, tour operator and tourist assistance services
- 63510000 - Travel agency and similar services
- 63515000 - Travel services
- 63516000 - Travel management services
- 63520000 - Transport agency services
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63712000 - Support services for road transport
- 63720000 - Support services for water transport
- 63730000 - Support services for air transport
- 75111100 - Executive services

- 79430000 - Crisis management services
- 79710000 - Security services
- 79997000 - Business travel services
- 98300000 - Miscellaneous services
- 98340000 - Accommodation and office services
- 98341000 - Accommodation services
- 98341100 - Accommodation management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Complete travel management services for standard customer usage, covering UK point of sale only. This lot allows the online and offline booking of air, rail, ground transportation and accommodation services. It would not include any civilian travel or accommodation programmes / major crisis response services such as charters. Neither would it include the additional wraparound welfare services included in Lots 1 and 4. It would also not include meetings and events, as this is covered in Lots 1 and 3.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Crown Commercial Service is acting as the Agent on behalf of the Authority.

3 Places to be awarded because it was a maximum of 3 per lot.

II.2) Description

II.2.1) Title

VENUE-FIND & SUPPORTING SERVICES FOR MEETINGS, CONFERENCES & EVENTS

Lot No

3

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 33140000 - Medical consumables
- 33952000 - Transport equipment and auxiliary products to transportation
- 38950000 - Polymerase Chain Reaction (PCR) equipment
- 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
- 55200000 - Camping sites and other non-hotel accommodation
- 55250000 - Letting services of short-stay furnished accommodation
- 55270000 - Services provided by bed and breakfast establishments
- 55520000 - Catering services
- 60000000 - Transport services (excl. Waste transport)
- 60100000 - Road transport services
- 60112000 - Public road transport services

- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 60140000 - Non-scheduled passenger transport
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60180000 - Hire of goods-transport vehicles with driver
- 60650000 - Hire of water transport equipment 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
- 63515000 - Travel services
- 63516000 - Travel management services
- 63520000 - Transport agency services
- 63726400 - Ship chartering services
- 64224000 - Teleconferencing services
- 75111100 - Executive services
- 79710000 - Security services
- 79952000 - Event services
- 79993000 - Building and facilities management services
- 79997000 - Business travel services
- 98300000 - Miscellaneous services
- 98340000 - Accommodation and office services
- 98341000 - Accommodation services
- 98341100 - Accommodation management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Lot 3 would be a venue-find service for meetings, conferences and events (MICE). The demographic for this lot would be purely business travel and would not include venues for civilian cohorts such as Asylum Seekers or Rough Sleepers.

Accommodation in commercial venues could be sourced via this lot if it is in relation to a venue booking for a meeting. Such venues would also be expected to provide core additional services such as food and beverages, laundry and refreshments: any service that a venue could normally provide for a meeting can be sourced via this lot.

Similarly, ground transportation such as coaches and taxis could only be provided on this lot if it relates directly to a venue booked for the meeting or event. This would be a UK Point of Sale only lot.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Crown Commercial Service has acted as the Agent on behalf of the Authority.

1 Place to be awarded because it was a maximum of 1 per lot.

II.2) Description**II.2.1) Title**

ACCOMMODATION & VENUES FOR APPROVED CIVILIAN PROGRAMMES

Lot No

4

II.2.2) Additional CPV code(s)

- 30237240 - Web camera
- 33140000 - Medical consumables
- 33952000 - Transport equipment and auxiliary products to transportation
- 34114122 - Patient-transport vehicles
- 34114210 - Prisoner-transport vehicles
- 34114400 - Minibuses
- 34115200 - Motor vehicles for the transport of fewer than 10 persons
- 34120000 - Motor vehicles for the transport of 10 or more persons
- 34121000 - Buses and coaches
- 34121100 - Public-service buses
- 34121300 - Double-decker buses
- 34121400 - Low-floor buses
- 34121500 - Coaches
- 34500000 - Ships and boats
- 34510000 - Ships
- 34512000 - Ships and similar vessels for the transport of persons or goods
- 34512200 - Cruise ships
- 38950000 - Polymerase Chain Reaction (PCR) equipment
- 48222000 - Web server software package
- 50111000 - Fleet management, repair and maintenance services
- 50240000 - Repair, maintenance and associated services related to marine and other equipment

- 50241100 - Vessel repair services
- 55000000 - Hotel, restaurant and retail trade services
- 55100000 - Hotel services
- 55110000 - Hotel accommodation services
- 55120000 - Hotel meeting and conference services
- 55130000 - Other hotel services
- 55200000 - Camping sites and other non-hotel accommodation
- 55210000 - Youth hostel services
- 55220000 - Camping-site services
- 55240000 - Holiday centre and holiday home services
- 55250000 - Letting services of short-stay furnished accommodation
- 55270000 - Services provided by bed and breakfast establishments
- 55520000 - Catering services
- 60000000 - Transport services (excl. Waste transport)
- 60100000 - Road transport services
- 60112000 - Public road transport services
- 60120000 - Taxi services
- 60130000 - Special-purpose road passenger-transport services
- 60140000 - Non-scheduled passenger transport
- 60170000 - Hire of passenger transport vehicles with driver
- 60171000 - Hire of passenger cars with driver
- 60172000 - Hire of buses and coaches with driver
- 60180000 - Hire of goods-transport vehicles with driver
- 60600000 - Water transport services
- 60650000 - Hire of water transport equipment 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
- 63515000 - Travel services
- 63516000 - Travel management services
- 63520000 - Transport agency services
- 63710000 - Support services for land transport
- 63711000 - Support services for railway transport
- 63712000 - Support services for road transport
- 63720000 - Support services for water transport
- 63726000 - Miscellaneous water transport support services
- 63726400 - Ship chartering services
- 63726600 - Ship-operating services
- 63730000 - Support services for air transport
- 64224000 - Teleconferencing services
- 70130000 - Letting services of own property
- 70300000 - Real estate agency services on a fee or contract basis
- 70333000 - Housing services
- 71320000 - Engineering design services
- 75122000 - Administrative healthcare services
- 75231200 - Services related to the detention or rehabilitation of criminals
- 75240000 - Public security, law and order services
- 79111000 - Legal advisory services
- 79415200 - Design consultancy services
- 79430000 - Crisis management services

- 79530000 - Translation services
- 79540000 - Interpretation services
- 79625000 - Supply services of medical personnel
- 79710000 - Security services
- 79900000 - Miscellaneous business and business-related services
- 79952000 - Event services
- 79993000 - Building and facilities management services
- 79997000 - Business travel services
- 85000000 - Health and social work services
- 85100000 - Health services
- 85300000 - Social work and related services
- 85311000 - Social work services with accommodation
- 85312400 - Welfare services not delivered through residential institutions
- 85320000 - Social services
- 98000000 - Other community, social and personal services
- 98300000 - Miscellaneous services
- 98340000 - Accommodation and office services
- 98341000 - Accommodation services
- 98341100 - Accommodation management services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Venue source for primarily civilian / refugee usage, including but not limited to hotels, serviced apartments, holiday parks, marine vessels as hotels and secure accommodation venues. This lot would also include the option to source Wraparound services to cater for the on-site requirements at the venue for the cohort in question. This could include but not

be limited to: welfare service provision, site security services, liaison with venue providers, translation services and signposting to local education, health or employment services. Ground transportation to move cohorts of Service Users (SUs) between locations and to/from appointments or their arrival point (eg. asylum seekers) could also be sourced via this lot. This lot won't be used for normal duty/business accommodation unless it is in direct support of civilian cohort programmes, with the sole exception of troops (MOD).

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Price - Weighting: 30

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

Crown Commercial Service has acted as the Agent on behalf of the Authority.

2 Places to be awarded because it was a maximum of 2 per lot.

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.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-016283](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 10

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 10

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

V.2.3) Name and address of the contractor

See Contracts Finder Notice for full supplier list

9th Floor, The Capital, Old Hall Street. L3 9PP

Liverpool

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

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

Total value of the contract/lot: £12,500,000,000

Section VI. Complementary information

VI.3) Additional information

The value provided in Section II.1.7 is only an estimate. We cannot guarantee to suppliers any business through this Commercial Agreement.

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

<https://www.contractsfinder.service.gov.uk/Notice/ae4538a5-a946-411a-aeb8-ec4fd8f9f227>

- 1) Redacted Commercial Agreement
- 2) List of Successful Suppliers
- 3) Approved Customer list
- 4) Transparency Agenda

On 02/04/2014, 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 were required to 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-](https://www.gov.uk/government/publications/government-security-classifications) 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 were required to demonstrate they comply with the technical requirements prescribed by Cyber Essentials, for services under and in connection with this procurement.

CCS reserved the right to award a framework to any bidder whose final score was within 1% of the last position. For Lot 4, 3 suppliers were awarded a place as opposed to the number of 2 as was originally stated in the Contract Notice that was published on 23/05/2024

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

Telephone

+44 3454102222

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

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

Telephone

+44 3454102222

Country

United Kingdom

Internet address

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