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Tender

## **Provision of tickets to London's key attractions and other activities to be sold via TfL's Visitor Centres**

Transport for London

F24: Concession notice

Notice identifier: 2024/S 000-038777

Procurement identifier (OCID): ocds-h6vhtk-04c189

Published 2 December 2024, 2:46pm

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

#### **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)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

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

**I.3) Communication**

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

<https://service.ariba.com/>

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**

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**

Provision of tickets to London's key attractions and other activities to be sold via TfL's 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**

TfL is seeking to deliver up to four (4) contracts for the provision of tickets to London's key attractions and other activities to be sold via TfL's visitor centres. The contract(s) shall be for a duration of two (2) years with an option to extend for up to a further one (1) plus one (1) year.

The Service Provider will be required to perform the following services:

Offering:

Supply TfL with a comprehensive range of tickets options for agreed services ensuring alignment with market demand and customer preference;

Provide TfL with access to the systems, equipment, programmes or websites used in the vending and customer payment of their tickets;

Ensure real-time availability of products and services via the vendors ticketing system/portal; and

Technical support and maintenance for any equipment and/or systems (such as ticketing machines, QR codes, handheld devices, portals, web) provided by the Service Provider.

Marketing and product training:

Supply of marketing materials, product descriptions and updates to ensure accurate and appealing promotions of tours and attractions; and

Training sessions and resources to be provided to TfL staff to equip them with knowledge to sell tickets effectively and respond appropriately to customer queries, such as refund policies, availability etc.

Collaboration and revenue generation:

Work collaboratively with TfL to identify opportunities to improve product offerings, enhancing sales and optimising revenue; and

Create strategies to enhance sales creating a mutual benefit to both the Service Provider

and TfL.

TfL visitor centres operate at TfL's discretion. TfL cannot guarantee specific ticket sales volumes or consistent operating hours. This is due to the fact that the visitor centres may experience changes in opening hours, closures, or variations in footfall that could affect sales performance, and as such TfL does not guarantee any minimum sales volumes or revenue under this contract. Bidders must account for this when submitting proposals.

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

This concession is divided into lots: No

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

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

- 55900000 - Retail trade services

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

NUTS codes

- UK - United Kingdom

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

See short description above.

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

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

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

Duration in months

24

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

The contract(s) shall be for a duration of two (2) years with an option to extend for up to a further one (1) plus one (1) year.

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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

16 January 2025

Local time

2:00pm

#### **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**

If you wish to participate in this opportunity you must register to Ariba using the link below.

<https://s1-eu.ariba.com/Sourcing/Main/aw?awh=r&awssk=bCqDkf34tZMP2M9u&realm=TfL&dard=1>

Once you have registered please send an email to [chrisstratton@tfl.gov.uk](mailto:chrisstratton@tfl.gov.uk) and [meetachohan@tfl.gov.uk](mailto:meetachohan@tfl.gov.uk) stating the name of the organisation you have registered with. We will then share the procurement documents with you. ?

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

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

Transport for London

London

Country

United Kingdom