

United Kingdom-Manchester: Passenger terminal operation services
OJ S 82/2019 26/04/2019
Contract award notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: Manchester Airports Group

National registration number: 04330721

Postal address: Manchester Airport

Town: Manchester

NUTS code: UKD33 Manchester

Country: United Kingdom

Contact person: Jason Lowry

E-mail: jason.lowry@magairports.com

Telephone: +44 7711574437

Internet address(es):

Main address: www.magairports.com

I.6. Main activity

Airport-related activities

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Passenger Reduced Mobility and Hidden Disabilities Services

Reference number: MAG2118

II.1.2. Main CPV code

63721500 Passenger terminal operation services

II.1.3. Type of contract

Services

II.1.4. Short description

Passenger reduced mobility and hidden disabilities services at Manchester Airport.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Lowest offer: 42 000 000,00 GBP / Highest offer: 46 000 000,00 GBP taken into consideration

II.2. Description

II.2.3. Place of performance

NUTS code: UKD33 Manchester

Main site or place of performance: Manchester Airport.

II.2.4. Description of the procurement

Scope:

To provide a passenger reduced mobility and hidden disability service at Manchester Airport via a 3rd party specialist.

The 3rd party will provide special assistance to passengers who may need help to travel such as the elderly, those people with a physical disability, such as wheelchair users, and those who have difficulty with social interaction and communication, such as those with autism or dementia.

Help will be provided to those customers from the moment they arrive at the airport and can cover:

- assistance from train station and adjacent car parks to the airport terminal,
- their journey through to departure,
- boarding the aircraft and during the flight,
- disembarking the aircraft,
- transferring between flights, and
- travelling through their destination airport.

Services:

- a booking service that enables the person with disabilities or PRM to notify his/her specific needs and that ensures that these needs are recorded in the reservation system, for notification to all concerned entities in the travel chain,
- a pre-booking service, utilising all aspects of all common and modern media (websites, email, telephone text, etc., both nationally and locally, for all those persons with disabilities and PRMs requiring assistance on departure and arrival),
- assistance from a designated point of set down at the airport to check-in,
- assistance to and from the Airside Designated Zone,
- assistance with registration at check-in and with security processes,
- assistance in proceeding to the gate at the correct time for pre-boarding,
- assistance in boarding and disembarking, including the provision of a suitable service for passengers who require special access to/from the aircraft (in accordance with local or national regulatory requirements),
- assistance in the retrieval of baggage and with immigration, including automated border control facilities where applicable and customs processes,
- assistance from/to connecting flights both for landside and airside, inter and intra terminal connections,
- assistance up to the designated point of onward travel,
- enabling the customer to reach the toilets as well as other airport facilities as requested and reasonable, subject to sufficient time being available,
- providing a wheelchair only service (non-assisted) if requested by passengers.

Note: The airport managing body or the assistance provider may ask for a confirmation of the request.

- adequate assistance in case of (long) delays and/or cancellation of flights (covering the momentary needs of the disabled person or PRM).

II.2.5. Award criteria

Quality criterion - Name: Technical proposal / Weighting: 65 %

Cost criterion - Name: Commercial proposal / Weighting: 35 %

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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

IV.1.3. Information about a framework agreement or a dynamic purchasing system

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

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.1. Previous publication concerning this procedure

Notice number in the OJ S: [2018/S 037-081543](#)

IV.2.8. Information about termination of dynamic purchasing system

IV.2.9. Information about termination of call for competition in the form of a periodic indicative notice

Section V: Award of contract

Contract No: MAG02862

Title:

Passenger Reduced Mobility and Hidden Disabilities

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

29/01/2019

V.2.3. Name and address of the contractor

Official name: OmniServ Ltd

National registration number: 4900961

Postal address: World Business Centre 2, Newall Road, London Heathrow Airport

Town: Hounslow

NUTS code: UKI London

Postal code: TW6 2SF

Country: United Kingdom

The contractor is an SME: no

V.2.4. Information on value of the contract/lot

V.2.5. Information about subcontracting

V.2.6. Price paid for bargain purchases

Section VI: Complementary information

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: Manchester Airports Group

Postal address: Olympic House, Manchester

Town: Manchester

Postal code: M90 1QX

Country: United Kingdom

VI.5. Date of dispatch of this notice

23/04/2019