

United Kingdom-Newcastle: Travel agency, tour operator and tourist assistance services
OJ S 171/2016 06/09/2016
Contract award notice
Supplies

Legal Basis:

Directive 2014/24/EU

Section I: Contracting authority

I.1. Name and addresses

Official name: North East Procurement Organisation (Central Purchasing Body)

Postal address: Guildhall, Quayside

Town: Newcastle

NUTS code: UK United Kingdom

Postal code: NE1 3AF

Country: United Kingdom

Contact person: Laura Kyle

E-mail: laura.kyle@nepo.org

Telephone: +44 1912613916

Internet address(es):

Main address: www.nepo.org

Address of the buyer profile: www.nepo.org

I.1. Name and addresses

Official name: Durham County Council (Framework Contract Participant)

Postal address: County Hall

Town: Durham

NUTS code: UK United Kingdom

Postal code: DH1 5UL

Country: United Kingdom

E-mail: help@durham.gov.uk

Internet address(es):

Main address: www.durham.gov.uk

I.1. Name and addresses

Official name: Gateshead Metropolitan Borough Council (Framework Contract Participant)

Postal address: Civic Centre, Regent Street

Town: Gateshead

NUTS code: UK United Kingdom

Postal code: NE8 1HH

Country: United Kingdom

E-mail: customerservices@gateshead.gov.uk

Internet address(es):

Main address: www.gateshead.gov.uk

I.1. Name and addresses

Official name: Hartlepool Borough Council (Framework Contract Participant)

Postal address: Civic Centre, Victoria Road

Town: Hartlepool

NUTS code: UK United Kingdom
Postal code: TS24 8AY
Country: United Kingdom
E-mail: customer.service@hartlepool.gov.uk
Internet address(es):
Main address: www.hartlepool.gov.uk

I.1. Name and addresses

Official name: Middlesbrough Borough Council (Framework Contract Participant)
Postal address: Civic Centre, Albert Road
Town: Middlesbrough
NUTS code: UK United Kingdom
Postal code: TS1 9FX
Country: United Kingdom
E-mail: contactcentre@middlesbrough.gov.uk
Internet address(es):
Main address: www.middlesbrough.gov.uk

I.1. Name and addresses

Official name: Newcastle City Council (Framework Contract Participant)
Postal address: Civic Centre, Barras Bridge
Town: Newcastle
NUTS code: UK United Kingdom
Postal code: NE1 7RS
Country: United Kingdom
E-mail: csc@newcastle.gov.uk
Internet address(es):
Main address: www.newcastle.gov.uk

I.1. Name and addresses

Official name: North Tyneside Council (Framework Contract Participant)
Postal address: Quadrant, The Silverlink North, Cobalt Business Park
Town: Silverlink
NUTS code: UK United Kingdom
Postal code: NE27 0BY
Country: United Kingdom
E-mail: contact.us@northtyneside.gov.uk
Internet address(es):
Main address: <http://my.northtyneside.gov.uk>

I.1. Name and addresses

Official name: Redcar and Cleveland Borough Council (Framework Contract Participant)
Postal address: Redcar and Cleveland House, Kirkleatham Street
Town: Redcar
NUTS code: UK United Kingdom
Postal code: TS10 1RT
Country: United Kingdom
E-mail: contactuse@redcar-cleveland.gov.uk
Internet address(es):
Main address: www.redcar-cleveland.gov.uk

I.1.

Name and addresses

Official name: Sunderland City Council (Framework Contract Participant)

Postal address: Civic Centre, Burdon Road

Town: Sunderland

NUTS code: UK United Kingdom

Postal code: SR2 7DN

Country: United Kingdom

E-mail: enquiries@sunderland.gov.uk

Internet address(es):

Main address: www.sunderland.gov.uk

I.1. Name and addresses

Official name: Your Homes Newcastle (Framework Contract Participant)

Postal address: Benton Park Road

Town: Newcastle

NUTS code: UK United Kingdom

Postal code: NE7 7LX

Country: United Kingdom

E-mail: yhn@yhn.org.uk

Internet address(es):

Main address: www.yhn.org.uk

I.1. Name and addresses

Official name: Cleveland Fire and Rescue Service (Framework Contract Participant)

Postal address: Stockton Road

Town: Hartlepool

NUTS code: UK United Kingdom

Postal code: TS25 5TB

Country: United Kingdom

E-mail: info@clevelandfire.gov.uk

Internet address(es):

Main address: www.clevelandfire.gov.uk

I.1. Name and addresses

Official name: County Durham and Darlington Fire and Rescue Service (Framework Contract Participant)

Postal address: Belmont Business Park

Town: Durham

NUTS code: UK United Kingdom

Postal code: DH1 1TW

Country: United Kingdom

E-mail: ServiceHQ@ddfired.gov.uk

Internet address(es):

Main address: www.ddfired.gov.uk

I.1. Name and addresses

Official name: Northumbria Police (Framework Contract Participant)

Postal address: Forth Banks

Town: Newcastle

NUTS code: UK United Kingdom

Postal code: NE1 3PH

Country: United Kingdom

E-mail: procurement@northumbria.pnn.police.uk

Internet address(es):

Main address: www.northumbria.police.uk

I.2. Information about joint procurement

The contract involves joint procurement

The contract is awarded by a central purchasing body

I.4. Type of the contracting authority

Regional or local authority

I.5. Main activity

General public services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

NEPO507 Provision of Travel Management Services.

II.1.2. Main CPV code

63500000 Travel agency, tour operator and tourist assistance services

II.1.3. Type of contract

Supplies

II.1.4. Short description

The Association of North East Councils Limited trading as the North East Procurement Organisation (NEPO) has awarded a Framework for the provision of a Travel Management Service for the purpose of booking all rail and air travel tickets, all hotel accommodation and other requirements related to business travel.

II.1.6. Information about lots

This contract is divided into lots: no

II.1.7. Total value of the procurement

Value excluding VAT: 5 600 000,00 GBP

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

II.2.4. Description of the procurement

The Association of North East Councils Limited trading as the North East Procurement Organisation (NEPO) has awarded a Framework for the provision of a Travel Management Service for the purpose of booking all rail and air travel tickets, all hotel accommodation and other requirements related to business travel. This Framework will be made available to NEPO Member and Associate Member Authorities. The Framework will commence 1.8.2016 and will run for a maximum 48 month period. The Framework has been awarded to the first ranked supplier on a sole supplier basis and has been ranked on the outcome of the Award Questionnaire evaluation and the Pricing Evaluation. The first ranked bidder being the bidder

with the highest overall score. Early stakeholder engagement identified that a sole supplier arrangement would provide best value and an optimum delivery solution therefore the Framework was not divided into Lots.

II.2.5. Award criteria

Quality criterion - Name: Quality — Booking Procedures / Weighting: 18 %

Quality criterion - Name: Quality — Online Provision / Weighting: 10 %

Quality criterion - Name: Quality — Offline Provision / Weighting: 10 %

Quality criterion - Name: Quality — Billing and Invoicing / Weighting: 5 %

Quality criterion - Name: Quality — Implementation Method / Weighting: 5 %

Quality criterion - Name: Quality — Crisis Management / Weighting: 4 %

Quality criterion - Name: Quality — Management Information Provision / Weighting: 3 %

Quality criterion - Name: Quality — Traveller Education / Weighting: 3 %

Quality criterion - Name: Quality — Vehicle Hire / Weighting: 3 %

Quality criterion - Name: Quality — Local Travel Provision / Weighting: 3 %

Quality criterion - Name: Social Value — Travel Advice and Sustainability / Weighting: 3 %

Quality criterion - Name: Social Value — Targeted Employment and Training / Weighting: 3 %

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

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 in the OJ S: [2016/S 028-045419](#)

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 prior information notice

Section V: Award of contract

Contract No: NEPO507

Lot No: 1

Title:

NEPO507 Framework for the Provision of a Travel Management Service

A contract/lot is awarded: yes

V.2. Award of contract

V.2.1. Date of conclusion of the contract

07/07/2016

V.2.2. Information about tenders

Number of tenders received: 7

Number of tenders received from SMEs: 4

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 7

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

V.2.3. Name and address of the contractor

Official name: Click Travel Ltd

Postal address: Alpha Tower, Suffolk Street, Queensway

Town: Birmingham

NUTS code: UK United Kingdom

Postal code: B1 1TT

Country: United Kingdom

E-mail: adam.dobson-bainbridge@clicktravel.com

Internet address: www.clicktravel.com

The contractor is an SME: yes

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

Initial estimated total value of the contract/lot: 5 600 000,00 GBP

Total value of the contract/lot: 5 600 000,00 GBP

V.2.5. Information about subcontracting

Section VI: Complementary information

VI.3. Additional information

NEPO is a Central Purchasing Body as defined in PCR15. This means that NEPO may provide central purchasing activity on behalf of Contracting Authorities. The agreement will be available for use by NEPO Members within the North East Region. This agreement will also be made available to current and future NEPO Associate Members throughout the North East. A list of current NEPO Associate Members is available at: www.nepo.org

NEPO intends to make the agreement available for use by Contracting Authorities throughout the North East (as defined by the PCR15) including but not limited to Government Departments and their Agencies, Non-departmental Public Bodies, Central Government, NHS Bodies, Local Authorities, Emergency Services, Coastguard Emergency Services, Educational Establishments, Registered Social Landlords and Registered Charities who have a need to purchase the above services.

VI.4. Procedures for review

VI.4.1. Review body

Official name: North East Procurement Organisation

Postal address: Guildhall, Sandhill

Town: Newcastle upon Tyne

Postal code: NE1 3AF

Country: United Kingdom

E-mail: laura.kyle@nepo.org

Internet address: www.nepo.org

VI.5. Date of dispatch of this notice

01/09/2016