

This notice in TED website: <http://ted.europa.eu/udl?uri=TED:NOTICE:119699-2015:TEXT:EN:HTML>

**United Kingdom-Liverpool: Travel agency and similar services  
2015/S 067-119699**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

The Minister for the Cabinet Office acting through Crown Commercial Service  
9th Floor The Capital Old Hall Street

L3 9PP Liverpool

UNITED KINGDOM

Telephone: +44 3450103503

E-mail: [supplier@ccs.gsi.gov.uk](mailto:supplier@ccs.gsi.gov.uk)

**Internet address(es):**

General address of the contracting authority: <http://www.gov.uk/ccs>

Address of the buyer profile: <https://www.gov.uk/government/publications/become-a-crown-commercial-service-supplier>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

Ministry or any other national or federal authority, including their regional or local sub-divisions

**I.3) Main activity**

General public services

**I.4) Contract award on behalf of other contracting authorities**

**Section II: Object of the contract**

**II.1) Description**

**II.1.1) Title attributed to the contract by the contracting authority:**

Crown Travel and Venue Services.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services

Service category No 27: Other services

Main site or location of works, place of delivery or of performance: UK Wide with some International Travel Booking Services.

NUTS code UK

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

**II.1.4) Information on framework agreement**

**II.1.5) Short description of the contract or purchase(s)**

This new and innovative Travel and Venue Services procurement is for the provision of 4 Contracts offering both online and offline booking channels, service delivery models and Venue Booking Services.

The Crown Commercial Service is acting as central purchasing body on behalf of the Contracting Customers identified in section VI.3 of this notice ("Contracting Customers"). Contracting Customers shall utilise the Services under the contracts through the signing of an Enabling Agreement.

#### CONTRACT ONE

Contract 1 – Provision of Domestic and International Business Travel Booking and Management Services, including Rail, Air and Accommodation, for Contracting Customer(s) with a 40 % or more bespoke Offline service.

The Supplier of this new and innovative Contract 1 shall provide business travel booking and management Services, the distinguishing factor is that:

- The Contracting Customer(s) current combined level of rail, air and accommodation bookings made in the online environment is between 0 % and 60 %.
- 40 % or more bookings are made in an offline environment
- Many of which have bespoke, complex or multiple requirements as part of one booking.

This Contract 1 will be accessible by Contracting Customer(s) who have a requirement for the following services; Domestic Rail, Cross Channel Rail Services, Domestic, European and International Air, UK and International Accommodation, International Vehicle Hire, Airport Parking Services and Sharing Economy Solutions

This service does not include Visa/Passport Services/Implants, Air Chartering, Oyster Card, Coach/Taxi Services, Executive VIP Service, Currency Services (Purchases) or Ferry Services.

Data Security classification for Contract 1 shall be OFFICIAL TIER,

#### CONTRACT TWO

Contract 2 – Provision of Domestic and International Business travel booking and management services, including Rail, Air and Accommodation, for Contracting Customer(s) with a substantial majority of Online transactions.

This Contract includes Visa/Passport Services / Implants, Air Chartering, Oyster Card, Coach / Taxi Services, Executive VIP Service, Currency Services (Purchases), Ferry Services and Sharing Economy Solutions.

The Supplier of this new and innovative Contract 2 shall provide business travel booking and management services, the distinguishing factor is that the substantial majority of bookings are made in an online environment.

This Contract 2 will be accessible by Contracting Customer(s) who have a current combined level of rail, air and accommodation bookings made in the online environment of 90 % or more.

OR

who have committed to increasing their combined level of rail, air and accommodation bookings made in an online environment to 90 % or more within the first 12 months of Go Live.

- There will also be a minority of bookings made in an offline environment and a low volume of bookings that have complex or multiple requirements as part of one booking.

Data Security classification for Contract 2 shall be OFFICIAL TIER

#### CONTRACT THREE

Contract 3 – Provision of Domestic and International Business Travel Booking and Management Services, including Rail, Air and Accommodation, for Contracting Customer(s) with a combination of Online and Offline transactions including Visa/Passport services/implants, Air Chartering, Oyster Card, Coach / Taxi Services, Executive Service(s), Currency Services (Purchases, Ferry Services and Sharing Economy Solutions.

The Supplier of this new and innovative Contract 3 shall provide business travel booking and management service, the distinguishing factor is that this Contract 3 will be accessible by Contracting Customer(s) who have a current combined level of rail, air and accommodation bookings made in the online environment of between 0 % and 89 % and are NOT committed to increasing to 90 % or more with 12 months of Go Live.

There will also be a number of bookings that have complex or multiple requirements as part of one booking.

Data Security classification for Lot 3 shall be OFFICIAL TIER,

#### CONTRACT FOUR

The new and innovative Contract 4 is designed to provide a single service approach to cover the following Core Meeting & Conference Venue Services including: Conference booking service, events management, transportation of event equipment and delegate management.

Contract 4 will be accessed by Contracting Customers.

Potential Providers have the opportunity to bid for all or any combination of the Contracts. However, Potential Providers shall only be awarded Contract 1 or Contract 2 or Contract 3. A Potential Provider that has been awarded Contract 1, or Contract 2 or Contract 3 can also be awarded Contract 4. Contract 4 can also be awarded as a separate Contract in its own right.

II.1.6) **Common procurement vocabulary (CPV)**

63510000, 34100000 - PA01, 63516000, 79952000, 79997000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): yes

II.1.8) **Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

Estimated value excluding VAT:

Range: between 1 160 000 000 and 2 240 000 000 GBP

II.2.2) **Information about options**

Options: yes

Description of these options: The Contracting Authority may require a unilateral option exercisable by the Authority to extend any one or more of the contracts for a maximum period of up to 12 months beyond the fixed 38-month term.

II.2.3) **Information about renewals**

II.3) **Duration of the contract or time limit for completion**

Duration in months: 48 (from the award of the contract)

#### **Information about lots**

Lot No: 1

Lot title: Domestic and International Travel Booking and Management Services with a Significant Bespoke Offline Service

1) **Short description**

This Contract will be accessed by Contracting Customers who have a current level of rail, air and accommodation bookings made in the online environment of between 0 % and 60 %.

2) **Common procurement vocabulary (CPV)**

63510000, 63516000, 79997000, 34100000 - PA01

3) **Quantity or scope**

Contract 1 Domestic and International Business Travel Booking and Management Services to include:

1. Online Central or Travel Booker Self Registration
2. Offline Central or Travel Booker Supplier Registration
3. Customer Creation & Maintenance of Online Traveller Profiles
4. Supplier Creation & Maintenance of Offline Traveller Profiles
5. Password Set Up & Maintenance
6. Rail, Accommodation and Air Inventory Research
7. Rail, Accommodation and Air Inventory Research (In Tool) Help and Support
8. Rail, Accommodation and Air Bookings
9. Rail, Accommodation and Air Bookings (In Tool) Help and Support
10. Presentation of Rail fares, Accommodation rates and Air fares
11. Airline Reservations and Services
12. Book vehicles on behalf of the Contracting Customers using the suppliers vehicle hire offerings
13. The ability to select either pre-registered profiles or create ad hoc traveller details
14. Various Payment Options supported
15. Rail Ticket Fulfilment and Rail, Accommodation and Air Confirmations
16. Rail, Accommodation and Air amendments and cancellations (online)
17. Rail, Accommodation and Air amendments and cancellations (offline)
18. Rail, Accommodation and Air Refunds
19. Management Information (Inc. Booking History)
20. Payment solutions to support a Contracting Customer(s) selected payment option
21. Feedback/Complaints facility
22. System Downtime for Maintenance (outside of core hours)
23. Security Accreditation
24. Contracting Customer(s) Implementation and Go Live requirements
25. Book travel for Third Party Travellers
26. Book baggage entitlement and excess baggage as part of the booking process
27. Set up profiles for Travellers with non-UK passports
28. Offline Service(s) for UK and overseas Travellers where internet reception is restricted or unavailable.
29. Manage Contracting Customer(s) own room inventory such as military mess accommodation and service clubs Offline and where possible Online.

Estimated value excluding VAT:

Range: between 360 000 000 and 560 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

The quality / price weighting for Contract 1 is 50 % quality and 50 % price.

Lot No: 2

Lot title: Domestic and International Business Travel Booking and Management Services with Higher Online Transactions

1) **Short description**

Contract 2 will be accessible by Contracting Customers who have committed to increasing their level of rail, air and accommodation bookings made in an online environment to 90 % or more within the first 12 months of Go Live.

Data Security classification for Contract 2 shall be OFFICIAL TIER.

2) **Common procurement vocabulary (CPV)**

63510000, 63516000, 79997000

3) **Quantity or scope**

Contract 2: High Online Domestic and International Business Travel Booking and Management Services to include:

1. Online Central or Travel Booker Self Registration
  2. Offline Central or Travel Booker Supplier Registration
  3. Customer Creation & Maintenance of Online Traveller Profiles
  4. Supplier Creation & Maintenance of Offline Traveller Profiles
  5. Password Set Up & Maintenance
  6. Rail, Accommodation and Air Inventory Research
  7. Rail, Accommodation and Air Inventory Research (In Tool) Help and Support
  8. Rail, Accommodation and Air Bookings
  9. Rail, Accommodation and Air Bookings (In Tool) Help and Support
  10. Presentation of Rail fares, Accommodation rates and Air fares
  11. Airline Reservations and Services
  12. Booking and delivery of tickets for Ferry Services
  13. Provide a Taxi Booking Service Taxi Services
  14. Ability to reserve Coach Tickets on intercity coach journeys and hire a Coach with a driver.
  15. Bulk purchase bus tickets.
  16. Facility for the Customer to purchase Oyster cards for transport in and around London.
  17. The ability to select either pre-registered profiles or create ad hoc traveller details
  18. Various Payment Options supported
  19. Rail Ticket Fulfilment and Rail, Accommodation and Air Confirmations
  20. Rail, Accommodation and Air amendments and cancellations (online)
  21. Rail, Accommodation and Air amendments and cancellations (offline)
  22. Rail, Accommodation and Air Refunds
  23. Management Information (Inc. Booking History)
  24. Payment solutions to support a customer's selected payment option
  25. Feedback/Complaints
  26. System Downtime for Maintenance (outside of core hours)
  27. Security Accreditation
  28. Contracting Customer(s) Implementation and Go Live requirements
  29. Visa Passport services / Implants
  30. Executive VIP Service,
  31. Currency Services (Purchases)
  32. Ferry Services
  33. Airport, Railway Station and Port Parking
  34. Bulk Purchase Bus Tickets
  35. Intercity Coach Journeys
  36. Coach with Driver.
- Estimated value excluding VAT:  
Range: between 560 000 000 and 960 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

The quality / price weighting for Contract 2 is 40 % quality and 60 % price.

Lot No: 3

Lot title: Domestic and International Business Travel Booking and Management Services with Higher Offline Transactions

1) **Short description**

Contract 3 will be accessible by Contracting Customers who have committed to increasing their level of rail, air and accommodation bookings made in an online environment to between 1 % and 89 % within the first 12 months of Go Live.

Data Security classification for Contract 3 shall be OFFICIAL TIER,

2) **Common procurement vocabulary (CPV)**

63510000, 79997000, 63516000

3) **Quantity or scope**

Contract 3 Combination of Online and Offline for Domestic and International Business Travel Booking and Management Services to include:

1. Online Central or Travel Booker Self Registration
2. Offline Central or Travel Booker Supplier Registration
3. Customer Creation & Maintenance of Online Traveller Profiles
4. Supplier Creation & Maintenance of Offline Traveller Profiles
5. Password Set Up & Maintenance
6. Rail, Accommodation and Air Inventory Research
7. Rail, Accommodation and Air Inventory Research (In Tool) Help and Support
8. Rail, Accommodation and Air Bookings
9. Rail, Accommodation and Air Bookings (In Tool) Help and Support
10. Presentation of Rail fares, Accommodation rates and Air fares
11. Airline Reservations and Services
12. Booking and delivery of tickets for Ferry Services
13. Provide a Taxi Booking Service Taxi Services
14. Ability to reserve Coach Tickets on intercity coach journeys and hire a Coach with a driver.
16. Facility for the Customer to purchase Oyster cards for transport in and around London.
15. The ability to select either pre-registered profiles or create ad hoc traveller details
16. Various Payment Options supported
17. Rail Ticket Fulfilment and Rail, Accommodation and Air Confirmations
18. Rail, Accommodation and Air amendments and cancellations (online)
19. Rail, Accommodation and Air amendments and cancellations (offline)
20. Rail, Accommodation and Air Refunds
21. Management Information (Inc. Booking History)
22. Payment solutions to support a customer's selected payment option
23. Feedback/Complaints
24. System Downtime for Maintenance (outside of core hours)
25. Security Accreditation
26. Contracting Customer(s) Implementation and Go Live requirements
27. Visa Passport services / Implants
28. Executive VIP Service,
29. Currency Services (Purchases)

30.Ferry Services  
31.Airport, Railway Station and Port Parking  
32.Intercity Coach Journeys  
33.Coach with Driver  
34.Air Chartering  
35.Flexi-Travel scheme for home Civil Servants on overseas postings.  
Estimated value excluding VAT:  
Range: between 160 000 000 and 400 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

The quality / price weighting for Contract 3 is 40 % quality and 60 % price.

Lot No: 4

Lot title: Meeting & Conference Venue Services

1) **Short description**

Contract 4 is designed to provide a single service approach to cover Core Meeting & Conference Venue Services.

2) **Common procurement vocabulary (CPV)**

55120000, 79952000

3) **Quantity or scope**

Meeting and Conference booking process for external venues including; conference booking service, meeting and conference event management, transportation of event equipment and delegate management.

Estimated value excluding VAT:

Range: between 80 000 000 and 320 000 000 GBP

4) **Indication about different date for duration of contract or starting/completion**

Duration in months: 48 (from the award of the contract)

5) **Additional information about lots**

The quality / price weighting for Contract 4 is 40 % quality and 60 % price.

**Section III: Legal, economic, financial and technical information**

III.1) **Conditions relating to the contract**

III.1.1) **Deposits and guarantees required:**

The Contracting Authority's ("Authority") particular Guarantee requirements are set out in the ITT.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**

No special legal form is required but if a Contract is awarded to a consortium, the Contracting Authority may require the consortium to form a legal entity before entering into the Contract.

III.1.4) **Other particular conditions**

The performance of the contract is subject to particular conditions: no

III.2) **Conditions for participation**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if the requirements are met: Candidates or Consortium members in the case of a Consortium bid, must hold accreditation with the IATA. (Applicable to Contracts 1, 2 & 3)

Candidates, subcontractors, or Consortium members in the case of a Consortium bid, hold accreditation with ATOC. (Applicable to Contract 1, 2 & 3)

Candidates, or Consortium members in the case of a Consortium bid, hold TIDS accreditation with the IATA. (Applicable to Contract 4).

### III.2.2) **Economic and financial ability**

Information and formalities necessary for evaluating if the requirements are met: Candidates will be assessed in accordance with the Invitation to Tender ("ITT").

The Contracting Authority may take into account any of the following information:

- (a) appropriate statements from banks or, where appropriate, evidence of relevant professional risk indemnity insurance;
- (b) the presentation of balance-sheets or extracts from the balance-sheets, where publication of the balance-sheet is required under the law of the country in which the economic operator is established;
- (c) a statement of the undertaking's overall turnover and, where appropriate, of turnover in the area covered by the contract for a maximum of the last three financial years available, depending on the date on which the undertaking was set up or the economic operator started trading, as far as the information on these turnovers is available.

Candidates must provide assurance, prior to contract award, that they have appropriate Insurances in place as specified within the ITT.

### III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if the requirements are met:

Candidates must provide confirmation, that they:

- i) Have a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies within the most recent 12 months;  
OR
- ii) Have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies but they are working towards gaining it, and will be in a position to confirm that they have been awarded a current and valid Cyber Essentials certificate by one of the government approved accreditation bodies, by the commencement date of the Contract or at a later date when they receive sensitive and personal information with regard to the Available Services;  
OR
- iii) Have not got a current and valid Cyber Essentials certificate which has been awarded by one of the government approved Cyber Essentials accreditation bodies, but they can demonstrate (or, will be able to demonstrate by the commencement date of the Contract or at a later date when they receive sensitive and personal information with regard to the Available Services) that their organisation meets the technical requirements prescribed by the Cyber Essentials Scheme as detailed in the following link:  
<https://www.cyberstreetwise.com/cyberessentials/files/requirements.pdf>  
AND that they can provide evidence of verification by a technically competent and independent third party (which has taken place within the most recent 12 months) that their organisation demonstrates compliance with Cyber Essentials technical requirements;  
OR
- iv) Their organisation is exempt from complying with the requirements at paragraphs i), ii) and iii) above because their organisation conforms with the ISO27001 standard and the Cyber Essentials requirements



have been included in the scope of that standard, and verified as such and the certification body carrying out this verification is approved to issue a Cyber Essentials certificate by one of the government approved Cyber Essentials accreditation bodies referred to in i.) above.

AND

where their organisation proposes to use sub-contractors to carry out the Available Services and these sub-contractors shall be involved in handling sensitive and personal information with regard to the Available Services, such sub-contractors comply with one of the criteria i), ii) iii) and iv) above.

**III.2.4) Information about reserved contracts**

**III.3) Conditions specific to services contracts**

**III.3.1) Information about a particular profession**

Execution of the service is reserved to a particular profession: no

**III.3.2) Staff responsible for the execution of the service**

Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: no

**Section IV: Procedure**

**IV.1) Type of procedure**

**IV.1.1) Type of procedure**

Open

**IV.1.2) Limitations on the number of operators who will be invited to tender or to participate**

**IV.1.3) Reduction of the number of operators during the negotiation or dialogue**

**IV.2) Award criteria**

**IV.2.1) Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

**IV.2.2) Information about electronic auction**

An electronic auction will be used: no

**IV.3) Administrative information**

**IV.3.1) File reference number attributed by the contracting authority:**

RM3735

**IV.3.2) Previous publication(s) concerning the same contract**

**Prior information notice**

Notice number in the OJEU: [2015/S 12-017191](#) of 17.1.2015

**IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document**

**IV.3.4) Time limit for receipt of tenders or requests to participate**

30.4.2015 - 22:59

**IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6) Language(s) in which tenders or requests to participate may be drawn up**

English.

**IV.3.7) Minimum time frame during which the tenderer must maintain the tender**

in days: 120 (from the date stated for receipt of tender)

**IV.3.8) Conditions for opening of tenders**

Date: 30.4.2015 - 23:01

## **Section VI: Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: no

### **VI.2) Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

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

Crown Commercial Service wishes to establish 4 new and innovative contracts that can be used by all UK central government bodies including departments, their executive agencies and non-department public bodies and any other public body classified as "central government" from time-to-time by UK government classification guidance. As at the publication of this Contract Notice the latest list of UK central government bodies can be found in the Office for National Statistics' Public Sector Classification Guide - February 2015 (see the "Central Government" worksheet in the 'Public Sector Classification Guide - February 2015' spreadsheet found at: <http://www.ons.gov.uk/ons/publications/re-reference-tables.html?edition=tcn%3A77-391109>).

These new and innovative Contracts will embrace and support sharing economy solutions when travelling on official business, where this represents value for money.

Potential Providers should note that, in accordance with the UK Government's policies on transparency, Crown Commercial Service intends to publish the Invitation to Tender (ITT) document and the text of any contract awarded, subject to possible redactions at the discretion of Crown Commercial Service. The terms of the proposed contract will also permit a public sector contracting authority, entering into an enabling agreement under a contract, to publish the text of that agreement, subject to possible redactions at the discretion of the contracting authority. Further information on transparency can be found at: <http://ccs.cabinetoffice.gov.uk/about-government-procurement-service/transparency-and-accountability/transparency-procurement>

The Contracting Authority expressly reserves the right (i) not to award any one or more of the contracts as a result of the procurement process commenced by publication of this notice; and (ii) to make whatever changes it may see fit to the content and structure of the tendering competition; and in no circumstances will the Contracting Authority be liable for any costs incurred by the potential suppliers. Any expenditure, work or effort undertaken prior to contract award is accordingly a matter solely for the commercial judgement of potential suppliers. The Contracting Authority and Contracting Customers utilising the contract reserve the right to use any electronic portal during the life of the agreement, the Contracting Authority does not guarantee the volume of spend under any of the contracts

The values provided in Section II.4 and Annex B are estimates only. The Contracting Authority does not guarantee the volume of spend under any of the contracts.

All UK central government bodies are currently mandated by Her Majesty's Government (HMG) to purchase their business travel booking Services through a CCS (Contracting Authority) arrangement. The Contracting Authority does not warrant that each Enabling Authority will either a) enter into an Enabling Agreement or b) that even if it signed up to an Enabling Agreement, the Enabling Authority will always use the Contract to purchase the Services. Each Contracting Customer(s) will refine its requirements through an Enabling Agreement that will be signed by the Supplier and Contracting Customer(s)."

Each of Contracts 1, 2, 3 and 4 include a variation provision that allows for the Contracting Authority to include within the Services for the particular Contract any of the Services under any of the other Contracts being procured under this Procurement. Such a provision would only be utilised by the Authority in circumstances where one of the Contracts, with the Supplier originally awarded the Contract, needed to be terminated by the Authority (e.g. for insolvency). Should such a termination occur, the Authority may request that the relevant Services are provided under one of the other Contracts. The pricing for any Services to be provided in this

manner will be based on the original prices for such Services but the Authority acknowledges that some amendments may be required to take into account different arrangements that different Suppliers will have with travel and venue providers. The Authority is under no obligation to require any Services under a terminated Contract to be provided under one of the remaining Contracts and the Supplier, at its option, may elect to provide such terminating Services if requested to do so by the Authority

From 2.4.2014 the Government introduced its new Government Security Classifications (GSC) classification scheme to replace the previous Government Protective Marking Scheme (GPMS). A key aspect of this is the reduction in the number of security classifications used. All potential providers should make themselves aware of the changes as it may impact on the requirements of this Contract. The link below to the Gov.uk website provides information on the new GSC:

<https://www.gov.uk/government/publications/government-security-classifications>

Please refer to the CCS website:

<http://ccs.cabinetoffice.gov.uk/i-am-supplier/supplier-guidance-supporting-information/complaints-during-procurement-process>

for information about how complaints are handled during the procurement process.

VI.4) **Procedures for appeal**

VI.4.1) **Body responsible for appeal procedures**

The High Court or equivalent in England & Wales, Scotland and Northern Ireland

**Body responsible for mediation procedures**

N/A

VI.4.2) **Lodging of appeals**

Precise information on deadline(s) for lodging appeals: At any time during the procurement process, a bidder may make a complaint to Crown Commercial Service which will then be handled in accordance with its published policies and procedures. A bidder that wishes to challenge a contract award decision must do so through the High Court and, if they wish to prevent a contract being awarded pending their challenge, must bring those proceedings before the end of the standstill period. Bidders should seek legal advice at the earliest opportunity if they are thinking of taking this step.

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **Date of dispatch of this notice:**

31.3.2015