



**Invitation to Tender:**

## **Global Business Innovation Programme**

### **Travel Agent Services October 2023 – March 2024**

#### **1. Background**

Newable Trade (London) Limited, on behalf of Innovate UK, will be organising and delivering several Global Business Innovation Programmes (GBIPs).

The GBIPs, delivered by the Innovate UK London team, aim to help innovative UK businesses to grow and scale globally. The GBIPs access global innovation collaboration and partnership opportunities through a programme approach, encompassing a visit to a global market and wrap around support from a specialist adviser. Harnessing the expertise of Innovate UK, businesses are provided support to help build capacity through a three-phase programme - get ready for the market; visit the market; and exploit the opportunity.

As part of these GBIPs, Innovate UK will be organising up to 5 overseas market visits. The aim is to invite approximately 15 UK SMEs for each of these visits, accompanied by 3 to 5 members of staff.

The purpose of this tender is to invite proposals from organisations that can satisfy the specification of requirements and can demonstrate their ability to meet the key output and quality measures within the budget guidelines. The tender process allows Newable Trade (London) Limited to evaluate proposals in an objective, neutral and consistent way.

The tender sets out a clear timeframe for responses and required content for submissions. The tender will provide the basis for evaluating proposals and ensuring best value to Newable Trade (London) Limited. The specification of requirements will form the basis of our agreement and terms with the preferred supplier.

#### **2. Aim**

Newable Trade (London) Limited is seeking a third-party provider to source and manage return flights, accommodation, transfers and 1 night pre-visit briefing for up to 5 overseas delegations as outlined in the key service requirements below. Please note that in all cases the requirements, dates of travel and markets are provisional and subject to change.

#### **3. Key service requirements**

All arrangements will be made in collaboration with the Newable Team, recognising that you have extensive experience and expert travel management capabilities.

Potential suppliers are invited in their tender submission to outline their experience in providing support to delegations travelling overseas, how their internal processes support management of this process and

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how they will manage the budgets in line with the values outlined below including details of their own management fees.

We encourage potential bidders to include any other relevant information in support of their tender.

## Accommodation in the UK for Pre-Visit Briefing

- Accommodation for up to 5 pre-mission briefings in London providing hotel accommodation in a central location.
- Require two options to be provided dinner bed and breakfast rates and a delegate rate of overnight accommodation with bed and breakfast rates.

Pre-visit Briefing Sector	Destination	Dates	Number of delegates
Creative Catalyst (India)	London central location hotel	Tuesday 3 – Wednesday 4 October 2023	10-20 travellers
Agri-Tech (Netherlands)	London central location hotel	Tuesday 24 – Wednesday 25 October 2023	10-20 travellers
Circular Manufacturing (Japan)	London central location hotel	Tuesday 16 – Wednesday 17 January 2024	10-20 travellers
Creative Catalyst (USA)	London central location hotel	Tuesday 6 – Wednesday 7 February 2024	10-20 travellers
Insurance (USA)	London central location hotel	Tuesday 27 – Wednesday 28 February 2024	10-20 travellers

**IMPORTANT: All dates and locations are correct as of the date of publication of this tender and subject to change.**

## Overseas visit details

Destinations	Departure/return dates (Subject to change)	Number of Travellers
Creative Catalyst - India, Hyderabad & Mumbai	Saturday 28 October – Saturday 4 November 2023	10-20 travellers
Agri-Tech - Netherlands, Eindhoven & Wageningen	Sunday 19 - Friday 24 November 2023	10-20 travellers
Circular Manufacturing- Japan, Tokyo	Saturday 24 February – Saturday 2 March 2024	10-20 travellers
Creative Catalyst (SXSW) – USA, Austin, Texas	Friday 8 March – Thursday 14 March 2024	10-20 travellers
Insurance – New York, USA	Sunday 17 - Saturday 23 March 2024	10-20 travellers

**IMPORTANT: All dates and destinations above are correct as of the date of this tender and subject to change.**

## Hotels

- Accommodation for all participants based on single occupancy in the same venue.
- Must include breakfast, have good internet connection and business facilities.
- Flexible COVID-19 cancellation/rebooking policy.

## Flights/Eurostar

- Economy Return flights from any London airport.
- For the Netherlands, please provide Eurostar options.
- Some additional delegates based outside of London may require travel from different airports, please can you also provide costs for delegates potentially departing from any major UK airport.
- Some additional delegates may also want to adjust arrival and departure dates, please provide an explanation of the process for this.
- Flexible COVID-19 cancellation/rebooking policy.

## In-Market transfers (*should this service be required*)

- In-market airport transfers to be arranged between airport and accommodation both ways.
- In-market transport – as required. Details will be confirmed once the in-market programme of activities has been finalized.
- Where possible, we prefer the delegation to travel in a mini-bus style transfer.
- Any private taxi transfers must be pre-agreed with and approved by the Event Lead for each visit.

## 4. Selected supplier responsibilities

- Organising, booking and management of accommodation, flights and transfers.
- Payment of all accommodations, flights, and transfers within agreed budgets.
- Liaison with the Newable Team and businesses to ensure delivery of a successful event.

## 5. Budget and invoicing

See below detailed budget for each visit, including any taxes and third-party fees. These are the maximum costs allowable per cost category, per activity and are **inclusive of VAT**.

**IMPORTANT - Budgets cannot be transferred between GBIPs or cost categories.**



## Accommodation in the UK for pre-visit briefings

Pre-Visit Briefing Sector	London Accommodation Bed & Breakfast	London Accommodation Dinner, Bed & Breakfast
Creative Catalyst (India)	£3,060.00	£3,960.00
Agri-Tech (Netherlands)	£3,060.00	£4,060.00
Circular Manufacturing (Japan)	£3,400.00	£4,400.0
Creative Catalyst (USA)	£3,060.00	£4,060.00
Insurance (USA)	£3,060.00	£4,060.00

## Overseas visits

GBIP Location	Participant & Staff flights	Participant & Staff accommodation	In market Transport
Creative Catalyst - India, Hyderabad & Mumbai	£15,300.00	£18,360.00	£2,500.00
Agri-Tech - Netherlands, Eindhoven & Wageningen	£5,100.00	£17,000.00	£2,500.00
Circular Manufacturing- Japan, Tokyo	£22,100.00	£18,360.00	£1,450.00
Creative Catalyst (SXSW) – USA, Austin Texas	£15,300.00	£48,450.00	£1,500.00
Insurance – USA, New York	£13,600.00	£30,600.00	£2,500.00

## 6. Payment

To process payments, Newable Trade (London) Limited will require a valid VAT invoice addressed to:

**Newable Trade (London) Limited**  
**140 Aldersgate Street**  
**London**  
**EC1A 4HY**

We require each cost category to be invoiced separately for each visit.

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The Event Lead for each visit will provide you with the requested wording for the service description to be included in each invoice.

**By providing Newable Trade (London) Limited with a quote, you are accepting our invoicing requirements and confirm you can make any amendments needed to your invoicing system to meet these requirements.**

Please explicitly confirm that you can meet our invoicing requirements in your returning proposal.

## 7. Cancellation

Innovate UK is the funding organisation for the Global Business Innovation Programme and retains the final decision-making power on these visits. Any decision made by Innovate UK to cancel the GBIPs included in this tender is outside our control.

In the unlikely event that it is necessary for us to cancel a GBIP and we no longer require your services, we will notify you as soon as possible in writing.

If this is the case, and you have already started working on delivering the services mention in this tender, any invoices will be required to be submitted by yourselves within 5 working days for Newable Trade (London) Limited to review and process for payment.

## 8. Tender Evaluation procedure

Suppliers that wish to bid for this contract should first consider their capacity to deliver against the requirements set out in this document and then take the following actions:

- a) Complete the Tender Submission Proforma and send it by email to:  
[robyn.dowse@newable.co.uk](mailto:robyn.dowse@newable.co.uk)
- b) Submit your Tender with all supporting evidence by **Friday 11<sup>th</sup> August at 4.00 pm.**
- c) If bidders have any questions about the content of this tender, these can be submitted by email to:

**Robyn Dowse**

**E:** [robyn.dowse@newable.co.uk](mailto:robyn.dowse@newable.co.uk)

**T:** +44 7803753596

Please note that, in the interest of fairness and transparency, any questions and any related responses will be sent by email to all parties that have indicated their intention to bid.

**IMPORTANT: No tender received after the tender closing date and time for receipt of tenders will be considered.**

Proposals will be assessed and evaluated using the evaluation matrix in **Appendix 1.**

Each criterion will be scored using the Marking Criteria set out in **Appendix 1.**

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All tenders submitted will be formally scored by a tender evaluation panel. The members of the panel will undertake a “conflict of interest” assessment prior to tender evaluation to assess whether they are in situations in which personal or financial interests may compromise professional judgement and integrity.

The final scoring results will be made available to unsuccessful tenderers should they require feedback on their rating. Bidders’ identities will not be released to other parties.

## 9. Timetable

<b>ACTION</b>	<b>DATE</b>
Tender issued to potential suppliers	31/07/2023
Tenders return deadline:	11/08/2023
Confirmation of receipt will be sent by email	14/08/2023
Bids shortlisted:	18/08/2023
Supplier appointed:	21/08/2023

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## TENDER SUBMISSION PROFORMA

The Tender Submission Proforma template must not be altered in any way. Altered templates will be disqualified. Response entry boxes in the proforma can be lengthened (by pressing the return key) to accommodate any amount of text, but bidders are advised to keep submissions concise and to address the requirements.

### Section 1: CONTACT INFORMATION

INFORMATION REQUIRED	RESPONSE
Registered Company Name	
Registered Company Address	
Company Registration Number	
Contact Name for Enquiries related to your tender	
Contacts position in company	
Contacts email address	
Contacts mobile telephone number	

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## Section 2: COMPANY INFORMATION

INFORMATION REQUIRED	RESPONSE
<p><b>General information on company history and main products/services.</b> Please provide an outline of the corporate governance arrangements and management structure.</p>	
<p><b>Proof of supplier's sound financial and company standing.</b> Tenderers are asked to provide evidence of an average annual turnover of at least £150K in the last three years by providing copy of the profit &amp; loss account and balance sheet for those financial years. Evidence of insurance coverage is required for Public Liability, Professional Indemnity and Employers Liability Insurance. To include details of supplier's ownership and financial status. Please attach copies of published and audited accounts if available. If, as a result of the COVID 19 pandemic, you are unable to evidence the turnover threshold for the full three-year period please state this in your submission. If all other criteria are met, we will still consider submissions where the turnover threshold cannot be evidenced as a direct result of the COVID19 pandemic.</p>	
<p><b>Evidence of capacity to deliver contract requirements.</b> What experience has the company gained of dealing with similar contracts? Details on average size of contracts undertaken previously.</p>	
<p><b>We expect suppliers to:</b></p> <ul style="list-style-type: none"> <li>• Actively demonstrate commitment to Equality, Diversity &amp; Inclusion principles in their organisation and manage supply chains which follow the same principles.</li> <li>• Comply fully with the UK legislation on modern slavery, child labour, working hours, wages/benefits, with zero-tolerance policy in place against discrimination and/or harassment, and manage suppliers which do the same.</li> <li>• Actively fight climate change through: <ul style="list-style-type: none"> <li>• Implementing positive environmental policies across their organisation.</li> <li>• Implementing carbon footprint assessment/setting environmental targets.</li> <li>• Tracking/reporting on environmental improvements.</li> <li>• Working with suppliers which have the same commitment.</li> </ul> </li> </ul>	
<p><b>Other information</b> - Quality Assurance - details on standards, approach and accreditation.</p>	

**Newable Trade (London) Limited reserves the right to undertake independent credit searches and to investigate trading and legal status of companies or company directors. Withholding of information that could affect Newable's decision making will result in disqualification or cancellation of contract if information is discovered during the period of contract.**





## Section 5: REFERENCES

### REFERENCE 1

INFORMATION REQUIRED	RESPONSE
Name and address of company	
Contact name and telephone number	
Details of service provided	
Value of contract	
Duration of contract	
Duration of service provided	

### REFERENCE 2

INFORMATION REQUIRED	RESPONSE
Name and address of company	
Contact name and telephone number	
Details of service provided	
Value of contract	
Duration of contract	
Duration of service provided	

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## Section 6: CONFLICT OF INTEREST

INFORMATION REQUIRED	RESPONSE
Newable Trade (London) Limited require all tenderers to confirm whether any actual or potential conflicts of interest that exist which may prevent them undertaking this work, and a description of measures they would adopt if a potential conflict of interest arose during or following completion of this work.	



## Appendix 1

### EVALUATION SCORING TABLE & MARKING CRITERIA

Newable Trade (London) Limited is looking for the best value for money bid.

The contract will be awarded on the basis of the bid that is the most economically advantageous.

	KEY PROJECT ASSESSMENT CRITERIA	SCORE
A	EXPERIENCE	15%
B	SERVICES	15%
C	PLANNING & PROCESSES	30%
D	COST	40%

MARKING CRITERIA	
<b>Unacceptable.</b> Nil or inadequate response. Fails to demonstrate an ability to meet the requirement	Score: <b>1</b>
<b>Poor.</b> Response is partially relevant and poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	Score: <b>2</b>
<b>Acceptable.</b> Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	Score: <b>3</b>
<b>Good.</b> Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled	Score: <b>4</b>
<b>Excellent.</b> Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	Score: <b>5</b>

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