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Contract

TPT134 - Single Customer View Data Platform & CRM - Implementation & Managed Service

Transpennine Trains Limited

F06: Contract award notice – utilities

Notice identifier: 2026/S 000-002008

Procurement identifier (OCID): ocds-h6vhtk-06032d

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Section I: Contracting entity

I.1) Name and addresses

Transpennine Trains Limited

Bridgewater House, 58-60 Whitworth Street

Manchester

M1 6LT

Contact

Adam Meakin

Email

procurement.services@tpexpress.co.uk

Telephone

+44 7929383644

Country

United Kingdom

Region code

UKD33 - Manchester

Internet address(es)

Main address

<https://www.tpexpress.co.uk/about-us>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

TPT134 - Single Customer View Data Platform & CRM - Implementation & Managed Service

Reference number

TPT134

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

TPT are looking to award agreement for the procurement of a data platform solution

(known as Single Customer View) the implementation of the platform and the ongoing managed service of the data platform. Additionally, TPT are also looking to award an agreement for the Managed Service of its current CRM solution. For the avoidance of doubt, a new CRM solution is not included in the scope of this requirement.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,062,646.63

II.2) Description

II.2.1) Title

Lot A – Data Platform including Implementation and Managed Service

Lot No

A

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKD33 - Manchester

Main site or place of performance

Manchester

II.2.4) Description of the procurement

Data Solution – provide a data solution that meets the functional and non-functional requirements. Implementation – building and implementing the proposed data solution that will provide a Single Customer View. Managed Service – full management, maintenance, monitoring, enhancement of the data solution. o Data Strategy – lead in the development of the Single Customer View and Data Strategy that includes but is not limited to GDPR compliance, data management, data transformation and innovation. Data Projects – scoping and delivery of data projects to meet industry and TPT requirements,

working effectively and efficiently with other agencies and suppliers to deliver the most appropriate and cost-effective solution

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Cost criterion - Name: Commercial / Weighting: 40

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

Access code for Delta is X8VTB9P5YC

II.2) Description

II.2.1) Title

Lot B – CRM Managed Service

Lot No

B

II.2.2) Additional CPV code(s)

- 72212481 - Sales or marketing software development services

II.2.3) Place of performance

NUTS codes

- UKD33 - Manchester

Main site or place of performance

Manchester

II.2.4) Description of the procurement

Managed Service - full management, maintenance, monitoring and enhancement of the current Salesforce Marketing Cloud “SFMC” CRM solution. Campaign Operations – lead on and support TPT with utilising SFMC for campaign operations. Training – lead on and provide training to enhance TPT knowledge aiding the team to become self-serve (with BAU) with the SFMC solution.

II.2.5) Award criteria

Quality criterion - Name: Technical / Weighting: 60

Cost criterion - Name: Commercial / Weighting: 40

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

Access code for Delta is X8VTB9P5YC

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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: [2004/S 000-017398](#)

Section V. Award of contract

Lot No

1

Title

TPT134 - Single Customer View Data Solution - Implementation & Managed Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

6 January 2026

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor

Plinc Limited

60 Great Portland Street

London

W1W 7RT

Country

United Kingdom

NUTS code

- UKI - London

National registration number

4118854

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £854,887.38

Section V. Award of contract

Lot No

2

Title

TPT134 – CRM Managed Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

27 October 2025

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Plinc Limited

60 Great Portland Street

London

W1W 7RT

Country

United Kingdom

NUTS code

- UKI - London

National registration number

4118854

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £291,324.13

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=1005340503> GO

Reference: GO-202619-PRO-34068094

VI.4) Procedures for review

VI.4.1) Review body

TransPennine Trains Limited

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