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Tender

First Rail, SWR & GWR Ticket Issuing System (TIS) Procurement

FIRST RAIL HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-002254

Procurement identifier (OCID): ocds-h6vhtk-0433c2

Published 23 January 2024, 1:23pm

Section I: Contracting entity

I.1) Name and addresses

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

Contact

Ana Gair

Email

ana.gair@firstrail.com

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05154485

Internet address(es)

Main address

www.firstgroupplc.com

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<http://redirect.transaxions.com/events/qGTrk>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

First Rail, SWR & GWR Ticket Issuing System (TIS) Procurement

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

FRH framework & two direct agreements (GWR/SWR) for the provision of Ticket Issuing System (TIS) software licences, full software and hardware support and maintenance, and option to procure hardware, for both Station Ticket Office and On-Board Portable Devices for the duration of the contracts.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

We are seeking a single Ticket Issuing System (TIS) solution for software licences, full software and hardware support and maintenance, and option to procure hardware, for both Station Ticket Office and On-Board Portable Devices. The TIS will be used by our On Board Commercial Guards and Revenue Protection (retail and inspection of tickets) and Station-based retailing which can be used in a mobile capacity. The contract would be based on a known quantity of On Board devices with a costed option for Station-based retail with

enhanced functionality (such as full range of season tickets, refunds and aftersales). The quantity requirement for Station-based retailing is still being finalised for SWR so this is being shown as a range. The quantity requirement for SWR are as follows: 400 On Board Devices. Station-based retailing is still being finalised for SWR so this is being shown as a range, 200 - 285. The quantity requirements for GWR are as follows: 720 On Board Devices; up to 170 Station Ticket Office.

The final commercial solution should include pricing options for the following:

- TIS software licence
- Support and SLA
- Enablement and access to TOC operatives to the Software
- Optional devices hardware with options for maintenance and spares provision.

Three contracts will be required as follow:

- 1 x FRH Framework Agreement, 5 years with the option for further (2) two 12 months extension
- 1 x Direct TOC contract for SWR, 3+2 Years, with quoted option for 5+2 (subject to commercials)
- 1 x Direct TOC contract for GWR, 4 years, until March 2028, with 3 rolling periods from 25th June 2025

FirstGroup is looking for a capable supply partner with an excellent track record in delivery of UK rail passenger TIS. The supplier will need to demonstrate innovation, will share an element of the risk around delivery costs/timeframes and has strong processes in place to ensure value for money.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Three contracts will be required as follow:

- 1 x FRH Framework Agreement, 5 years with the option for further (2) two 12 months extension
- 1 x Direct TOC contract for SWR, 3+2 Years, with quoted option for max 5+2 Years (subject to commercials)
- 1 x Direct TOC contract for GWR, 4 years, until March 2028, with 3 rolling periods from 25th June 2025

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

The deadline for EoI (expressions of Interest) and submitting PQQs is as follows:

EoI submission deadline = 20/02/24 (15:00)

PQQ submission deadline = 23/02/24 (15:00)

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.2.2) Time limit for receipt of tenders or requests to participate

Date

20 February 2024

Local time

3:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

First Rail Holdings Limited

London

Country

United Kingdom