

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/003195-2023>

Award

## **First Rail Travel Disruption Information Services**

FIRST RAIL HOLDINGS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-003195

Procurement identifier (OCID): ocds-h6vhtk-03a22f

Published 1 February 2023, 6:23pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point,37 North Wharf Road

LONDON

W21AF

#### **Contact**

Michael Anderson

#### **Email**

[michael.anderson@firstrail.com](mailto:michael.anderson@firstrail.com)

#### **Country**

United Kingdom

#### **Region code**

UKI32 - Westminster

**Companies House**

05154485

**Internet address(es)**

Main address

<https://www.firstgroupplc.com/>

**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 Travel Disruption Information Services

**II.1.2) Main CPV code**

- 60000000 - Transport services (excl. Waste transport)

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

It is our intention to undertake an extension of an existing contract. The extension of the existing contract is for the provision to provide real-time rail disruption management information services, for a period of two years. Such extension is to continue providing the solution pending review and definition of options for a potentially longer term alternative solution and subsequent procurement process.

**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**

The provision of real-time rail disruption management information services using a supplier's propriety software to First TOC (train operating companies) and open access operators, employees and its customers across the rail business for a period of 2 years.

This information is used to improve transport outcomes, enhance customer satisfaction, and test and predict the outcomes of different scenarios in the transport sector.

Information dissemination channels include mobile app, desktop, First websites, email, tablets, Customer Information Screens, and other bulletin boards.

#### **II.2.11) Information about options**

Options: No

---

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

First Rail has an obligation to provide continuous real time travel management disruption data. There is no option to do nothing nor have a break in service given the importance, scale and complexity of the services delivered.

Under 50(1)(c) of the regulations, the nature of the product is unique, and no reasonable alternative or substitute solution exists. The software algorithm programme is propriety to the supplier and currently no other single software solution can be utilised to supply the crucial interfaces to all of the multiple third-party systems served.

Under 50(1)(e) of the regulations, in the case of supply contracts for additional deliveries by the original supplier which are intended either as a partial replacement of supplies, or installations, or as the extension of existing supplies or installations, a change of supplier at this juncture would result in the supply having different technical characteristics which would result in incompatibility or disproportionate technical difficulties in operation and maintenance because the current service uses technology that is significantly integrated into many parts of First's business, and to move the services away from the current service partner would involve significant and costly technical migration and implementation activities. Any technical or software architecture changes would mean that existing investment would be lost, along with commercial benefits due to supporting and or adding more than one system at this juncture.

This contract extension will ensure business continuity as there will be no technical or operational disruption of the services.

The two-year contract extension is an interim solution pending further market review, analysis and testing which will consider influencing factors impacting future solutions, technologies, and business impact. Any future activity will be in accordance with the utilities contract regulations with respect to prior publication of a periodic indicative notice.

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No

---

## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

2 January 2023

#### **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/concessionaire**

Nexus Alpha Ltd

London

Country

United Kingdom

NUTS code

- UKI - London

Companies House

02941132

The contractor/concessionaire is an SME

No

---

## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

First Rail Holdings Limited

London

Email

[michael.anderson@firstrail.com](mailto:michael.anderson@firstrail.com)

Country

United Kingdom