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Tender

Frontline Colleague App Platform, development, and support

Northern Trains Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-003280

Procurement identifier (OCID): ocids-h6vhtk-041b76

Published 31 January 2024, 7:05pm

Section I: Contracting entity

I.1) Name and addresses

Northern Trains Limited

23 Chatsworth Terrace, Toft Green

York

YO1 6JT

Contact

Sarah Roberts

Email

sarah.roberts@northernrailway.co.uk

Telephone

+44 7929708451

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

www.bipsolutions.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://www.delta-esourcing.com/tenders/UK-UK-York:-Information-technology-services./4986G3KH34>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-title/MCGG22Q332>

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

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Frontline Colleague App Platform, development, and support

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Northern Trains Limited (Northern) are looking for an experienced supplier to provide expertise and resource to enable Northern to implement a low code/no code mobile app development platform, develop release 1 of a mobile app to enable front-line colleagues provide quality customer service to Northern customers, and to provide ongoing third line support for the platform and app.

II.1.5) Estimated total value

Value excluding VAT: £400,000

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

Main site or place of performance

UNITED KINGDOM

II.2.4) Description of the procurement

Northern Trains Limited (Northern) are looking for an experienced supplier to provide expertise and resource to enable Northern to implement a low code/no code mobile app development platform, develop release 1 of a mobile app to enable front-line colleagues provide quality customer service to Northern customers, and to provide ongoing third line support for the platform and app.

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

36

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for 2 x 12 months

II.2.10) Information about variants

Variants will be accepted: No

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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: [2023/S 000-034337](#)

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

Date

21 February 2024

Local time

12:00pm

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 6 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

21 February 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-York:-Information-technology-services./4986G3KH34>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/4986G3KH34>

GO Reference: GO-2024131-PRO-25083105

VI.4) Procedures for review

VI.4.1) Review body

Department for Transport

Great Minster House, 33 Horseferry Road

London

SW1P 4DR

Country

United Kingdom