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Contract

Supply of software plus associated hardware and maintenance services for a digital customer information system (CIS) at WMT's railway stations

WEST MIDLANDS TRAINS LIMITED

F03: Contract award notice

Notice identifier: 2024/S 000-005841

Procurement identifier (OCID): ocds-h6vhtk-043582

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Section I: Contracting authority

I.1) Name and addresses

WEST MIDLANDS TRAINS LIMITED

2nd Floor, St Andrews House, 20 St. Andrew Street

LONDON

EC4A3AG

Contact

David Bailey

Email

David.Bailey@wmtrains.co.uk

Country

United Kingdom

Region code

UKG - West Midlands (England)

Companies House

09860466

Internet address(es)

Main address

www.westmidlandsrailway.co.uk

I.4) Type of the contracting authority

Other type

Railway Services

I.5) Main activity

Other activity

Railway Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of software plus associated hardware and maintenance services for a digital customer information system (CIS) at WMT's railway stations

II.1.2) Main CPV code

- 48510000 - Communication software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

WMT's digital customer information system (CIS) contract with Blackbox Company (UK) Ltd (WMT 2462) runs till the 31 March 2025. Phase 1 software (VO4) and Phase 2 software (VO5) - both of which are covered under the original contract, and are co-dependent (important) to run a compliant CIS system - do not currently co-terminate. This extension to the Phase 1 software (VO4) brings its end date in line with that of the Phase 2 software (VO5), so WMT can continue to provide a full CIS service across its stations. The Phase 1 software (VO4) was to end on the 19 February 2024; both it and the Phase 2 software (VO5) will now end on the 31 March 2025. The extension of the Phase 1 software (VO4) will also strengthen WMT's position ahead of any retender of the contract in advance of its end date

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £271,409

II.2) Description

II.2.2) Additional CPV code(s)

- 48517000 - IT software package

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)

Main site or place of performance

At WMT's railway stations.

II.2.4) Description of the procurement

Extension of the existing Phase 1 software licence (VO4) to make it co-terminus with the existing Phase 2 software licence (VO5). The two software licences are co-dependent (important).

II.2.5) Award criteria

Price

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

- Additional deliveries by the original supplier

Explanation:

- Additional deliveries by the original supplier

Explanation:

If the Phase 1 software (VO4) were not extended, WMT would either not be able to provide its customer information system (CIS) at its railway stations at all or it would require another CIS provider to be brought in. The former option would deprive WMT's customers and staff of vital travel information and the latter option would be time consuming (estimated to take about six months) and would cause widespread disruption across the WMT estate. It would also mean that WMT would incur substantial duplicated and abortive costs. The costs that would be incurred without this extension are estimated to be significantly more than double its value, when adding together the estimated annual cost for alternative software plus the cost of the final year of the Phase 2 software (VO5), even though that software would then give WMT no benefit.

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: [2024/S 000-002968](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

12 February 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Blackbox Company (UK) Ltd

6 Crowthorne House, Nine Mile Ride, Crowthorne

Wokingham

RG30 3GA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

08250305

The contractor is an SME

Yes

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

Total value of the contract/lot: £271,409

Section VI. Complementary information

VI.3) Additional information

A requirement to procure in a manner that is "...consistent with all requirements of, and follows the principles of, the Utilities Contracts Regulations 2016" has applied to West Midlands Trains Ltd (WMT) since only September 2021.

The original framework agreement was awarded by Abellio Transport Holdings Ltd in 2019 after a competitive tender process performed in 2018. WMT signed the SoW for the digital customer information system (CIS) in 2019 and its VO4 for the Phase 1 software in 2020 - both of which were before the above UCR 2016 requirement applied to WMT, in September 2021.

VI.4) Procedures for review

VI.4.1) Review body

West Midlands Trains Ltd

134 Edmund Street

Birmingham

B3 2ES

Email

david.bailey@wmtrains.co.uk

Country

United Kingdom