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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

F06: Contract award notice – utilities

Notice identifier: 2024/S 000-005908

Procurement identifier (OCID): ocids-h6vhtk-043c5f

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### **Section I: Contracting entity**

#### **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](mailto: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](http://www.westmidlandsrailway.co.uk)

**I.6) Main activity**

Other activity

Railway Services

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**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

Reference number

WMT 2462 VO13

**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-dependant.

#### **II.2.5) Award criteria**

Price

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

Options: No

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## **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:

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

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

### **Contract No**

WMT 2462 VO13

### **Title**

Extension of contract for Phase 1 software (VO4)

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

Number of tenders received from SMEs: 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

RG40 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

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## **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 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

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[david.bailey@wmtrains.co.uk](mailto:david.bailey@wmtrains.co.uk)

Country

United Kingdom