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Tender

ScotRail Customer Contact Centre

ScotRail Trains Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-006727

Procurement identifier (OCID): ocds-h6vhtk-03f5ae

Published 1 March 2024, 3:59pm

Section I: Contracting entity

I.1) Name and addresses

ScotRail Trains Limited

Atrium Court, , 50 Waterloo Street

Glasgow

G2 6HQ

Email

kathleen.gay@scotrail.co.uk

Telephone

+44 3448110141

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

<https://www.scotrail.co.uk/>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ScotRail Customer Contact Centre

Reference number

SR188

II.1.2) Main CPV code

- 79512000 - Call centre

II.1.3) Type of contract

Services

II.1.4) Short description

SRT invites prospective suppliers to participate in this procurement process for a fully managed customer contact centre. SRT is looking to procure contact centre services to enhance its customer relations, smartcard helpline, delay repay and tele sales operations serving B2C and B2B customers. SRT is looking for an innovative partner who, during the life of the contract, can help modernise our contact centre and the methods we use to communicate with our customers. Suppliers can access the procurement documentation and the full scope of services via our e-sourcing procurement portal <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

Suppliers who are interested are required to submit a complete pre-qualification questionnaire by the stated deadline.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79512000 - Call centre

- 79511000 - Telephone operator services
- 79510000 - Telephone-answering services
- 79500000 - Office-support services

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

II.2.4) Description of the procurement

SRT invites prospective suppliers to participate in this procurement process for a fully managed customer contact centre. SRT is looking to procure contact centre services to enhance its customer relations, smartcard helpline, delay repay and tele sales operations serving B2C and B2B customers. SRT is looking for an innovative partner who, during the life of the contract, can help modernise our contact centre and the methods we use to communicate with our customers. Suppliers can access the procurement documentation and the full scope of services via our e-sourcing procurement portal <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

Suppliers who are interested are required to submit a complete pre-qualification questionnaire by the stated deadline.

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

The proposed contract term is three years initially to 31 March 2028 with four optional 12 month extensions with an end date of 31 March 2032. ScotRail reserves the right to take these extension options in multiple allocations of 12 months.

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3

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

II.2.14) Additional information

Suppliers can access the procurement documentation and the full scope of services via our e-sourcing procurement portal <https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

Suppliers who are interested are required to submit a complete pre-qualification questionnaire by the stated deadline

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

IV.1.4) Information about reduction of the number of solutions or tenders during negotiation or dialogue

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-024538](#)

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

Date

3 April 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

1 May 2024

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.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) Additional information

ScotRail Trains Ltd is a wholly owned subsidiary of Scottish Rail Holdings Limited “SRH” (Company Number SC548826), which itself is wholly owned by the Scottish Ministers. SRT has been established to fulfil the Scottish Ministers’ obligation, under Section 30 of the Railways Act 1993 (as amended), to maintain the provision of rail services for the carriage of passengers. The use of this service could be extended to SRH or its other subsidiaries in the future.

Community benefits are included in this requirement. For more information see:
<https://www.gov.scot/policies/public-sector-procurement/community-benefits-in-procurement/>

A summary of the expected community benefits has been provided as follows:

To be evaluated further at ITN stage but minimum requirements will be:

- Living Wage
- Diversity & Inclusion policies
- Promotion of local employment including Graduates & Apprenticeships where appropriate
- Sustainable practices & Environmental Management
- SME & Supported Business Engagement where appropriate

(SC Ref:759207)

VI.4) Procedures for review

VI.4.1) Review body

Glasgow Sheriff Court

Glasgow

Country

United Kingdom