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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](mailto: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](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

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## 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

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### **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

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## **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

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## **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