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Tender

## **Maintenance Operations Management Solution**

Northern Trains Limited

F05: Contract notice – utilities

Notice identifier: 2022/S 000-006796

Procurement identifier (OCID): ocds-h6vhtk-02f454

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

#### **I.1) Name and addresses**

Northern Trains Limited

Floor 8, 94-98 Petty France

London

SW1H 9EA

#### **Contact**

Jamie Dingle

#### **Email**

[jamie.dingle@northernrailway.co.uk](mailto:jamie.dingle@northernrailway.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKD - North West (England)

**Internet address(es)**

Main address

[www.northernrailway.co.uk](http://www.northernrailway.co.uk)

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://in-tendhost.co.uk/northernrailway>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://in-tendhost.co.uk/northernrailway>

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

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Maintenance Operations Management Solution

Reference number

NTL/PT/0013

#### **II.1.2) Main CPV code**

- 42965110 - Depot system

#### **II.1.3) Type of contract**

Supplies

#### **II.1.4) Short description**

NTL are looking to procure a cloud based intergrated IT system to support the Engineering and Maintenance part of the business in their daily tasks for their maintenance at their Train Care Centers for visualisation of the planned work, briefings, visual planning, managing all maintenance documentation and their updated workflow processes, providing the MSG3 approach for maintenance, and keeping a depot log for all maintenance tasks.

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKC - North East (England)

#### **II.2.4) Description of the procurement**

Northern Trains Ltd. (NTL) operate mainline commuter rail services in the North of England on behalf of the UK Government. Services are operated from multiple main and subsidiary depots where NTL carry out all train maintenance activities across multiple

fleets ranging from Units in excess of 30 years old to brand new modern fleets introduced over the course of the preceding 2 years. NTL are launching an ambitious program to modernise all aspects of fleet maintenance including the end to end management of Units whilst on depot, from the moment they arrive to the moment they depart. The primary workstreams for NTL are:

- Asset Management
- Depot Operations Management
- RCM (Remote Condition Monitoring)
- CBM (Condition Based Maintenance)
- Engineering Systems Integrations
- Engineering Process Review
- Document Management

The Maintenance Operations Management Solution (MOMS) tender will provide Northern Trains Ltd with a service provider capable of providing a SaaS solution to support Northern Engineering in the three key functions below:

- Implementing and then improving our Vehicle Maintenance Instructions using the MSG-3 methodology.
- Managing all Engineering documents and the related content, for example technical drawings and maintenance instructions. This should also include the ability to create workflows to automate the management of content
- Providing a visualisation of our Train Care Centers including vehicle locations and work status on the vehicles and additional operational information.

The purpose of the Maintenance Operations Management (MOM) tool is to centralise a number of routine functions required for the management of resources and trains while on depot and to integrate with other systems to centralise the visualisation of data such as train location, work progress, etc. By managing the daily maintenance tasks in our TCCs, improving our maintenance instructions based on the MSG3 approach and modernising engineering document management processes we would be able to align to our engineering strategic vision using the integrated operations management system going forward

- Fleet Visualization – Location, Status and Work per train
- Staff Briefings
- Depot Log
- Visual Planning (\*Option, dependent upon NTL Asset Management functionality)

In addition, by managing the daily maintenance tasks in our TCCs, improving our maintenance instructions based on the MSG3 approach and modernising engineering document management processes we would be able to align to our engineering strategic vision using the integrated operations management system going forward, we expect that this software system would be;

A cost effective, market leading, integrated depot operations management service, that will:

- Support our maintenance team at the TCC to organise the daily maintenance done in all of our four main TCCs and additional outstations
- Provide visual information on maintenance status in our Train Care Centres, overlaid on a Train Care Centre schematic
- This real-time overview on maintenance status for our colleagues across the business should be based on data in our asset management system
- Enterprise-grade solution, meeting relevant cyber security, accuracy, performance and availability targets
- Ability to seamlessly integrate with other systems as for example our asset management system, BI system (Alteryx, Tableau)

4-year contract to match business plan horizons and give flexibility for industry reform, (with options to extend by a further 2 years)

**Project Aims** The Key Aims of this project are:

- Provide a real-time overview on status of work at our four main maintenance TCCs and various outstations
- Connect seamlessly to our future Asset management system to receive maintenance status
- Provide a software system to support managing the day-to-day planning at depots (eg maintaining records of train movements around the depot)
- Visualise the yard plan and the current trains on maintenance in each of the

### **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

48

This contract is subject to renewal

Yes

Description of renewals

Two (2) extension periods will be applicable each a period of 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 IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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: [2021/S 000-027879](#)

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

Date

12 April 2022

Local time

12:00pm

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

2 May 2022

#### **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: 9 (from the date stated for receipt of tender)

## **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.4) Procedures for review**

#### **VI.4.1) Review body**

Northern Trains Limited

YORK

Country

United Kingdom