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Opportunity

Provision of Ticketless Travel Surveys - XC Trains Limited (XC)

XC TRAINS LIMITED

F05: Contract notice – utilities

Notice reference: 2024/S 000-008086

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Section I: Contracting entity

I.1) Name and addresses

XC TRAINS LIMITED

Admiral Way,Doxford International Business Park

SUNDERLAND

SR33XP

Contact

adrian jones

Email

ttstender.admin@crosscountrytrains.co.uk

Country

United Kingdom

NUTS code

UKC23 - Sunderland

Companies House

04402048

Internet address(es)

Main address

www.crosscountrytrains.co.uk

I.3) Communication

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

www.crosscountrytrains.co.uk

Additional information can be obtained from the above-mentioned address

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

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Ticketless Travel Surveys - XC Trains Limited (XC)

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

XC Trains Limited (XC) are looking for a partner with experience of providing similar services in the UK rail industry to provide ticketless travel surveys to establish the ticketless travel rate across the CrossCountry network.

II.1.5) Estimated total value

Value excluding VAT: £500,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79311200 - Survey conduction services

II.2.3) Place of performance

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber

- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKK - South West (England)
- UKL - Wales
- UKM - Scotland

II.2.4) Description of the procurement

XC Trains Limited (CrossCountry) will be conducting a tender for the provision of a ticketless travel survey supplier to establish the ticketless travel rate across the CrossCountry network.

CrossCountry are required to conduct 4 surveys each year, as stipulated by CrossCountry, with the first round of surveys being required to be completed by 14th September 2024

Due to CrossCountry's National Rail Contract requirements and need for swift implementation, CrossCountry is seeking to appoint a supplier who is experienced in the UK Rail market in delivering the services it seeks, namely the supplier must have experience of and be able to deliver the following:

- Surveys must be conducted on-board CrossCountry services and must cover a representative sample of all the routes operated by CrossCountry across Great Britain. Each of the routes should be repeated, as necessary, to gather the required number of samples for each service group or route during each survey round. CrossCountry require a minimum of 25,000 survey responses to be undertaken during each piece of fieldwork.
- Surveys will be completed by a team of suitably trained surveyors who, for safety reasons, will work in pairs at all times, although surveyors are permitted to survey passengers on an individual basis.
- Both individuals will be surveyors and no CrossCountry staff will be involved in the survey process. The contractor will create a suitable shift plan to share with the surveyors outlining what services to board and where they should alight. Shifts will combine peak and off-peak services. Surveys at the weekend are also required, which will comprise of full day shifts with a roughly even distribution between Saturdays and Sundays.
- Surveyors should be equipped with MOVie (or equivalent) readers for smartcards (or equivalent smart ticket media), to validate tickets on flows where a type of smart ticket media is in operation.
- Prior to the delivery of each survey, the contractor must devise a survey script and share with CrossCountry to ensure all requirements for the survey are covered.

- Following the completion of the survey, the supplier should provide CrossCountry with a detailed report with the findings as well as the full dataset of survey results.

To request to participate in this procurement please email:

ttstender.admin@crosscountrytrains.co.uk

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

Start date

1 August 2024

End date

15 October 2027

This contract is subject to renewal

Yes

Description of renewals

Details of this will be shared in the main tender document.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

Date

12 April 2024

Local time

5:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.7) Conditions for opening of tenders

Date

15 May 2024

Local time

12:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.4) Procedures for review

VI.4.1) Review body

XC Trains Limited

Birmingham

Country

United Kingdom