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Tender

NTL Delay Repay Service Tender

NORTHERN TRAINS LIMITED

F02: Contract notice

Notice identifier: 2021/S 000-013293

Procurement identifier (OCID): ocds-h6vhtk-02bb60

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Section I: Contracting authority

I.1) Name and addresses

NORTHERN TRAINS LIMITED

Albany House Albany House,94-98 Petty France

LONDON

SW1H9AE

Contact

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Country

United Kingdom

NUTS code

UKE21 - York

Internet address(es)

Main address

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

I.3) Communication

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

<https://www.northernrailway.co.uk/procurement/operations/delay-repay-solution>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.northernrailway.co.uk/procurement/operations/delay-repay-solution>

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

I.4) Type of the contracting authority

Other type

Utility

I.5) Main activity

Other activity

Rail Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

NTL Delay Repay Service Tender

II.1.2) Main CPV code

- 48000000 - Software package and information systems

II.1.3) Type of contract

Supplies

II.1.4) Short description

The Delay Repay service provides a compensation process for passengers whose rail journey has been delayed. Compensation is provided on a tiered basis, dependent upon the severity of the delay. This is a critical customer facing service, classified as a Key Contract by the DfT.

Since April 2018 the Delay Repay service has been provided by a third-party supplier. Due to the criticality of the service, the contract term was for two years, with the option of extending for a further two periods of 12 months: four years in total.

Whilst Northern remains satisfied with the service provided by the incumbent supplier, the value of this contract, approximately £600,000 per annum, is such that it is above the UCR regulations threshold and so must be retendered prior to the end of the contracted period. The contract has now been extended for the final 12-month period, in order to provide time for the retender of the Delay Repay service and mobilisation of any potential replacement.

II.1.5) Estimated total value

Value excluding VAT: £600,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKE21 - York

II.2.4) Description of the procurement

The core Delay Repay service is expected to include:

- Claims capture (including via web front end, agent input, or initiated by another system).
- Validate that a ticket was held.
- Validate that a delay was incurred.
- Calculate the compensation entitlement.
- Keep the customer informed about the progress of their claim and allow agents to support queries.

The service may optionally* include:

- Manual validation of claims (by agents of the Supplier) that cannot be validated automatically.
- Processing of payments to customers.

*If the service does not include these optional elements, it must provide the tools to allow Northern to efficiently and effectively undertake these activities.

Northern expects to:

- Validate any complex claims that cannot be validated by the information available to the Supplier or otherwise require escalation.
- Audit the process through spot checks, and appropriate process checkpoints e.g. approval of payment batches.

Northern are looking for a Delay Repay solution which provides the following high-level functionality:

- Customer Facing Services: The capability to provide Delay Repay services to the

general public through web based (including WebChat and AI), email, telephone and postal channels. 'My Account' and season ticket 'one click' functionality.

- **System Automation:** A high level of accurate 'claim to resolution' automation, requiring no human intervention is desired. Including functionality to calculate compensation value based on ticket type, cost and delay, Train Operating Company (TOC) identification, ticket validation, journey validation, delay validation and fraud checks.
- **Systems Access Provision:** The capability to provide direct access to the Delay Repay system to Northern personnel. The capability for agents and team leaders to enter data through the Customer interface as a Customer, and override the automated decision making.
- **Reporting and MI:** The capability to provide a range of electronic service reporting and management information.
- **Personal Data Processing:** The capability to process personal data supplied by the general public, securely and in compliance with all applicable legislation.
- **Multiple Payment Channels:** The optional* (see Solution Scope above) capability to deliver compensation payments to the customer through a variety of mechanisms. Electronic, such as bank transfer, PayPal, credit and debit card refunds. Physical and electronic vouchers and tickets, cheque or charitable donation.
- **Staff Provision:** The optional* (see Solution Scope above) capability to provide agents to manually validate claims.

Preference will be given to Candidate Suppliers who have demonstrable previous experience of providing the above, ideally in the Transport Sector.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £600,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

This contract is subject to renewal

Yes

Description of renewals

Initial term of 2 years, year on year renewal thereafter.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Northern are looking for a Delay Repay solution which provides the following high-level functionality, rather than being focused on the mechanism of delivery.

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

Competitive procedure with negotiation

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.1.5) Information about negotiation

The contracting authority reserves the right to award the contract on the basis of the initial tenders without conducting negotiations

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 July 2021

Local time

5:00pm

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: Yes

Estimated timing for further notices to be published: 4 Years

VI.4) Procedures for review

VI.4.1) Review body

Public Procurement Review Service

London

Country

United Kingdom