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Tender

Outsourced Delay Repay Software for XC Trains Limited (CrossCountry) & Grand Central Railway Company Limited (GC)

ARRIVA UK TRAINS LIMITED

F02: Contract notice

Notice identifier: 2023/S 000-013749

Procurement identifier (OCID): ocds-h6vhtk-03c8b3

Published 15 May 2023, 12:14pm

Section I: Contracting authority

I.1) Name and addresses

ARRIVA UK TRAINS LIMITED

1 Admiral Way, Doxford International Business Park,

Sunderland

SR3 3XP

Contact

Tom Baker

Email

bakertom@arriva.co.uk

Telephone

+44 7855104620

Country

United Kingdom

Region code

UKC2 - Northumberland and Tyne and Wear

Companies House

031666214

Internet address(es)

Main address

www.arriva.co.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.arriva.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.4) Type of the contracting authority

Other type

Private Limited Company

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Outsourced Delay Repay Software for XC Trains Limited (CrossCountry) & Grand Central Railway Company Limited (GC)

II.1.2) Main CPV code

- 48445000 - Customer Relation Management software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

A private Procurement is being conducted

XC Trains Limited (XC) and Grand Central Railway Company Limited (GC) will be conducting a joint private tender for the provision of outsourced Delay Repay Software to (a) standardise and improve the Customer Contact centre engagement with its customers; (b) to validate claimed for delayed journeys; and (c) assist with the payment of any appropriate compensation.

Interested parties should register their interest via the email address provided. Any interested parties must have previous experience of implementing a Delay Repay solution in the Rail Industry

II.1.5) Estimated total value

Value excluding VAT: £1,100,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48445000 - Customer Relation Management software package

II.2.3) Place of performance

NUTS codes

- UKE2 - North Yorkshire
- UKG3 - West Midlands

II.2.4) Description of the procurement

A private Procurement is being conducted

XC Trains Limited (XC) and Grand Central Railway Company Limited (GC) will be conducting a joint private tender for the provision of outsourced Delay Repay Software to (a) standardise and improve the Customer Contact centre engagement with its customers; (b) to validate claimed for delayed journeys; and (c) assist with the payment of any appropriate compensation.

The XC network is the most extensive rail franchise in Britain, calling at more than 100 stations. XC serve 7 of the 10 largest UK cities with 7 routes radiating from our central hub in Birmingham.

GC is an open-access train operating company in the United Kingdom and is a subsidiary of Arriva UK Trains. Grand Central connects Yorkshire and the North East to London with two routes.

Five daily services on the North East to London route run between Sunderland and London King's Cross. Four daily services which run on the Yorkshire to London route operate between Bradford Interchange and London King's Cross.

XC & GC will be seeking pricing options for the following:

- A minimum 4-year contract, with an end date of the 14th October 2027 (subject to termination rights)
- Separate contracts will be required for both XC & GC, with a governing Framework in place with Arriva UK Trains Limited (AUKT).

The Delay Repay Contract for XC will contain provisions that make it clear it can be transferred to a successor operator of the XC franchise.

Interested parties should register their interest via the email address provided. Any interested parties must have previous experience of implementing a Delay Repay solution in the Rail Industry.

For the avoidance of doubt, Arriva UK Trains is advertising this opportunity under a voluntary basis and not as mandatory requirement under the Utilities Contracts Regulations 2016

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: £1,100,000

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

Duration in months

48

This contract is subject to renewal

No

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

Competitive procedure with negotiation

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

30 May 2023

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: No

VI.4) Procedures for review

VI.4.1) Review body

Arriva UK Trains Limited

1 Admiral Way, Doxford International Business Park

Sunderland

SR3 3XP

Email

bakertom@arriva.co.uk

Country

United Kingdom