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Planning

## **West Midlands Trains, Greater Anglia, and East Midlands Rail Shared Services - Customer Experience and Delay Repay**

ABELLIO TRANSPORT HOLDINGS LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-013943

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

Published 18 June 2021, 5:13pm

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

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

ABELLIO TRANSPORT HOLDINGS LIMITED

2nd Floor, St Andrews House, St Andrews Street

London

EC4A 3AG

#### **Contact**

Selina Birdi

#### **Email**

[selina.birdi@vendigital.com](mailto:selina.birdi@vendigital.com)

#### **Telephone**

+44 7970287398

**Country**

United Kingdom

**NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

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

**I.3) Communication**

Additional information can be obtained from 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**

West Midlands Trains, Greater Anglia, and East Midlands Rail Shared Services - Customer Experience and Delay Repay

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

- 79342300 - Customer services

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

Services

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

Abellio Transport Holdings Limited will be tendering on behalf of the following Train Operating Companies (TOC's); West Midlands Trains (WMT), Greater Anglia (GA) and East Midlands Rail (EMR) for Customer Experience and Delay Repay Shared Services. The Customer Experience service includes but not limited to, back-office processing, telephony, business fulfilment and reporting.

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

This contract is divided into lots: No

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

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

NUTS codes

- UK - United Kingdom

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

Abellio Transport Holdings Limited will be tendering on behalf of the following Train Operating Companies (TOC's); West Midlands Trains (WMT), Greater Anglia (GA) and East Midlands Rail (EMR) for Customer Experience and Delay Repay Shared Services. The Customer Experience service includes but not limited to, back-office processing, telephony, business fulfilment and reporting.

#### **II.2.14) Additional information**

This tender may be unsuitable for individual centres and will require extensive management. This is best managed by an experienced shared service centre.

The Utilities Contracts Regulations 2016 ("Regulations") do not in accordance with their terms apply to the West Midlands Trains, Greater Anglia, and East Midlands Rail Shared Services - Customer Experience and Delay Repay. Neither the issue of this ITN nor the selection of any Bidder, nor any other document, contact or conduct in connection with this ITN constitutes any acceptance by [Abellio] that the Regulations apply to the Project covered by this ITN or an agreement by [Abellio] to abide by those Regulations.

The ITN Process and any subsequent contract awarded will be subject to English law and the exclusive jurisdiction of the English courts. By participating in the ITN Process a Bidder agrees to be bound by the above conditions and limitations. This Important Notice must be read in conjunction with all instructions to Bidders contained within this document.

Bidder means each legal entity issued with an ITN and invited to participate in this ITN Process.

ITN means this Invitation to Negotiate, as it may be amended by [Abellio] and notified to Bidders from time to time.

ITN Process means the procurement process as described within this document.

### **II.3) Estimated date of publication of contract notice**

16 July 2021

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## **Section IV. Procedure**

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

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

English