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Tender

Ticketless Travel Survey Methodology (TTSM)

THE CHILTERN RAILWAY COMPANY LIMITED

F02: Contract notice

Notice identifier: 2024/S 000-014697

Procurement identifier (OCID): ocds-h6vhtk-0457fd

Published 8 May 2024, 2:21pm

Section I: Contracting authority

I.1) Name and addresses

THE CHILTERN RAILWAY COMPANY LIMITED

Doxford International Business Park

Sunderland

SR33XP

Contact

Beverley Hoskyn

Email

procurement@chilternrailways.co.uk

Country

United Kingdom

Region code

UKC23 - Sunderland

Companies House

03007939

Internet address(es)

Main address

www.chilternrailways.co.uk

Buyer's address

www.chilternrailways.co.uk

I.3) Communication

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

<https://secure.marketdojo.com/events/129782/documents>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://secure.marketdojo.com/events/129782/documents>

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

https://secure.marketdojo.com/users/confirmation?confirmation_token=nz4vEDssi6-yjAFizWd1

I.4) Type of the contracting authority

Other type

Private

I.5) Main activity

Other activity

Train Services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ticketless Travel Survey Methodology (TTSM)

Reference number

129782

II.1.2) Main CPV code

- 63711000 - Support services for railway transport

II.1.3) Type of contract

Services

II.1.4) Short description

Chiltern Railways has a requirement to for Ticketless Travel Survey Methodology (TTSM)

As part of the National Rail Contract (NRC) Chiltern is required to carry out Ticketless Travel Surveys in each Ticketless Travel Survey Period in accordance with an agreed Ticketless Travel Survey Methodology.

II.1.5) Estimated total value

Value excluding VAT: £120,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG - West Midlands (England)
- UKI - London
- UKJ - South East (England)

Main site or place of performance

In order to ensure robust sampling across different lines of route, times of day, days of week, Chiltern adopts a matrix of 6 time-periods

(am peak, inter-peak, pm peak, evening, Sat, Sun) across 5 routes (Amersham (Metropolitan line services), Birmingham (services between London Marylebone and the West Midlands), Midlands local flows, Oxford (services between Oxford and London Marylebone), Wycombe (services between Aylesbury and London Marylebone via High Wycombe).

II.2.4) Description of the procurement

This document is to be read in conjunction with the Agreement for Supply of Ticketless Travel Survey Methodology (TTSM).

The Supplier shall provide the following Services:

As part of the National Rail Contract (NRC) Chiltern is required to carry out Ticketless Travel Surveys in each Ticketless Travel Survey Period in accordance with an agreed Ticketless Travel Survey Methodology. The outputs of each Ticketless Travel Survey will include a "Revenue at Risk Rate", which is defined as follows:

"for any Ticketless Travel Survey Period, that proportion (expressed as a percentage to three decimal places) of revenue estimated by the Ticketless Travel Surveys conducted within that Ticketless Travel Survey Period to be associated with passengers travelling on the Passenger Services without a valid ticket or other valid permission to travel".

The survey contractor shall be required to propose a detailed survey plan and share a copy of a redacted example of a previous plan to CRCL, to demonstrate how the expected levels of sampling are to be achieved.

The supplier shall also share their survey methodology with the CRCL to ensure that it aligns with the

In accordance with the DFT preferred methodology, Chiltern shall target a minimum sample size of 20,000.

In order to ensure robust sampling across different lines of route, times of day, days of week, Chiltern adopts a matrix of 6 time-periods. In each route / time 'bucket' 300 observations shall be targeted (however, this will not always be possible, given the unpredictability of demand levels at route / time level).

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: £120,000

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

Duration in months

24

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Tenders will be checked to assess whether they are complete and conform to the requirements of the ITT to ensure that there is no matter which would prevent Chiltern Railways lawfully entering a binding contract with the Bidder. Not complete or inconsistent, vague or ambiguous, or material deviations from the requirements in this ITT, will mean Chiltern Railways:

- a) can where necessary and appropriate, seek specific clarification from the Bidder;
- b) reserves the right to reject the Tender if the omissions, ambiguities, inconsistencies or vagaries are considered by Chiltern Railways to be substantial and/or material such that specific clarification sought under the first bullet point is not possible or very unlikely to resolve the issue.

The Bidder is to base their response on and agree to the Terms and Conditions. The Term and Conditions are suitable for the Services and set out the terms on which Chiltern will contract. No comments or amendments on the Terms and Conditions are permitted. Bidders must confirm the acceptance of the Terms and Conditions and CRCL policies included in ITT.

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: Yes

IV.2) Administrative information

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

Date

7 June 2024

Local time

3:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

10 June 2024

Local time

10:00am

Place

THE CHILTERN RAILWAY COMPANY LIMITED

Melcombe Place

Marylebone Station, London NW1 6JJ

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

Chiltern Railways Company Limited

Marylebone Station, Melcombe Place,

London

NW1 6JJ

Country

United Kingdom