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Tender

Retail Systems Procurement

ScotRail Trains Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-016058

Procurement identifier (OCID): ocds-h6vhtk-04695f

Published 21 May 2024, 4:21pm

Section I: Contracting entity

I.1) Name and addresses

ScotRail Trains Limited

Atrium Court

Glasgow

G2 6HQ

Contact

William Maclean

Email

william.maclean@scotrail.co.uk

Telephone

+44 7804976224

Country

United Kingdom

NUTS code

UKM - Scotland

Internet address(es)

Main address

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

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

<https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

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://scotrail.wax-live.com/S2C/DisplayModules/TradeModules/Negotiations/Opportunities/ListEvents.aspx>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Retail Systems Procurement

Reference number

SR-317

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

ScotRail Trains require a technology partner with proven expertise and innovative vision to develop and implement a user-centric website, app, and Smart Kiosks, powered by a single centralised TIS (Ticket Issuing System) that sets the benchmark for UK rail ticketing, this will require procuring a state-of-the-art multi-channel e-commerce solution that redefines convenience, accessibility, and value for our passengers.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKM - Scotland

Main site or place of performance

Throughout the geographical area of Scotland

II.2.4) Description of the procurement

ScotRail is looking to procure the following solution:

Central TIS 'backend'

eCommerce website and mobile app

eTVD (Electronic Ticket Validation Database)

Smart Kiosks

Call Centre TIS and Account Management Application

FUTURE OPTION: Handheld TIS (Ticket Issuing System)

FUTURE OPTION: Ticket Office TIS (Ticket Issuing System)

II.2.5) Award criteria

Quality criterion - Name: Technical Expertise / Weighting: 70

Price - Weighting: 30

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Optional five 12 month extension periods available

II.2.9) Information about the limits on the number of candidates to be invited

Envisaged minimum number: 2

Maximum number: 5

Objective criteria for choosing the limited number of candidates:

A minimum of 2 and a maximum of 5 of the highest scoring suppliers will be taken through to the ITN stage

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

FUTURE OPTION: Handheld TIS (Ticket Issuing System)

FUTURE OPTION: Ticket Office TIS (Ticket Issuing System)

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Suppliers should complete PQQ (SPD) Sections A TO L.

Sections A to J and Section L are a mix of required Supplier Details and a number of Mandatory Pass/Fail Questions.

Section K (Technical and Professional Ability) will be scored in order to select a minimum of 2 and a maximum of 5 suppliers to take forward to ITN Stage.

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

List and brief description of selection criteria

Scored Technical Questions contained in Section K of PQQ include:

Technical Expertise

Project Management and Delivery

User Experience (UX) & Design

Financial Stability

Insurance Levels

Minimum level(s) of standards possibly required

Bidders should provide their total yearly turnover for the last three financial years

Bidders should have the following financial ratios:

'Current Ratio': defined as Current Assets divided by Current Liabilities.

Current Ratio should be equal to or exceed 1.2

ScotRail will also access an up-to-date Experian Report on all suppliers who respond to this PQQ.

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Interested Suppliers should complete PQQ document in full.

Required minimum standards are required for sections A to L.

Section K (Technical and Professional Ability) will be scored.

III.2) Conditions related to the contract

III.2.2) Contract performance conditions

There will be a number of KPIs attached to the final contract which the winning supplier must adhere to. Further details will be contained in future ITN and distributed to those suppliers who are selected for stage two.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.1.8) 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

28 June 2024

Local time

12:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

7 August 2024

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 9 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

(SC Ref:762976)

VI.4) Procedures for review

VI.4.1) Review body

Sheriff Court

Glasgow

Country

United Kingdom