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Tender

Greater Anglia Shared Services - Customer Experience and Delay Repay

ABELLIO TRANSPORT HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-016829

Procurement identifier (OCID): ocds-h6vhtk-02c92f

Published 16 July 2021, 4:27pm

Section I: Contracting entity

I.1) Name and addresses

ABELLIO TRANSPORT HOLDINGS LIMITED

2nd Floor St Andrew's House, 18-20 St Andrew Street

LONDON

EC4A3AG

Contact

Selina Birdi

Email

selina.birdi@vendigital.com

Telephone

+44 7919901856

Country

United Kingdom

NUTS code

UKI - London

Internet address(es)

Main address

<https://www.abellio.com>

I.3) Communication

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

<https://quickquote.vendigital.com/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://quickquote.vendigital.com/>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Greater Anglia 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 Company (TOC) Greater Anglia (GA) 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 Company (TOC) Greater Anglia (GA) 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.2.5) Award criteria

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

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Option to extend for up to a further 2 years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

All scoring information is contained within the tender documentation. Available on request by emailing selina.birdi@vendigital.com

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

III.1.4) Objective rules and criteria for participation

List and brief description of rules and criteria

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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

16 August 2021

Local time

5:00pm

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: 3 (from the date stated for receipt of tender)

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.3) 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 Greater Anglia, - Customer Experience and Delay Repay Services. 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.

VI.4) Procedures for review

VI.4.1) Review body

Abellio Transport Holdings Limited

London

Country

United Kingdom