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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](mailto: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

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## **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](mailto:selina.birdi@vendigital.com)

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## **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

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## **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)

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## **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

