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Tender

## **First Rail, SWR & GWR Ticket Issuing Systems (TIS) for On Board and Ticket Office Solutions Procurement Tender**

FIRSTGROUP HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-016948

Procurement identifier (OCID): ocids-h6vhtk-046c85

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

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

FIRSTGROUP HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Contact**

Ana Gair

#### **Email**

[ana.gair@firstrail.com](mailto:ana.gair@firstrail.com)

#### **Telephone**

+44 7812705209

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Companies House**

05154485

**Internet address(es)**

Main address

[www.firstgroupplc.com](http://www.firstgroupplc.com)

**I.3) Communication**

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

<http://redirect.transaxions.com/events/JEeM5>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Urban railway, tramway, trolleybus or bus services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

First Rail, SWR & GWR Ticket Issuing Systems (TIS) for On Board and Ticket Office Solutions Procurement Tender

**II.1.2) Main CPV code**

- 60000000 - Transport services (excl. Waste transport)

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

Services

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

First Group tender on behalf of First Rail Holdings (FRH), South Western Railway (SWR) and Great Western Railway (GWR) for the provision of On Board Ticket Issuing and Validation System(s), and Ticket Office Ticket Issuing System(s) (TIS) solution for software licences, full software and hardware support and maintenance, and options to procure hardware, for both Station Ticket Office and OnBoard Portable Devices.

This opportunity is broken down into the following Lots:

Lot 1 - SWR On Board Ticket Issuing and Validation solution.

Lot 2 - SWR Ticket Office Ticket Issuing solution.

Lot 3 - GWR full On Board Ticket Issuing and Validation.

Lot 4 - GWR Ticket Office Ticket Issuing solution.

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

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 600000000 - Transport services (excl. Waste transport)

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

NUTS codes

- UK - United Kingdom

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

Lot 1 - SWR On Board Ticket Issuing and Validation solution which will be used by SWR's On Board Commercial Guards and Revenue

Protection.

#### **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

84

This contract is subject to renewal

Yes

Description of renewals

Multiple contracts will be required as exemplified follow:

- 1 x FRH Framework Agreement per Lot, 5 years with the option for further (2) two 12 months extension;
- 1 x Direct TOC contract for SWR per Lot, 3+2 Years, with quoted option for 5+2;
- 1 x Direct TOC contract for GWR per Lot, 4 years, until March 2028, with 3 rolling periods from 25th June 2025.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No

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

The deadline for EoI (Expressions of Interest) and submitting PQQs (Pre-Qualification

Questionnaire) is as follows:

EoI submission deadline = 10/07/2024 (17:00)

PQQ submission deadline = 10/07/2024 (17:00)

## **II.2) Description**

### **II.2.1) Title**

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 60000000 - Transport services (excl. Waste transport)

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

NUTS codes

- UK - United Kingdom

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

Lot 2 - SWR Ticket Office Ticket Issuing solution that can also be used in a mobile capacity to offer more operational flexibility and

improved customer service. The solution will be used by SWR's Ticket Office staff and Customer Ambassadors.

### **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

84

This contract is subject to renewal

Yes

## Description of renewals

Multiple contracts will be required as exemplified follow:

- 1 x FRH Framework Agreement per Lot, 5 years with the option for further (2) two 12 months extension;
- 1 x Direct TOC contract for SWR per Lot, 3+2 Years, with quoted option for 5+2;
- 1 x Direct TOC contract for GWR per Lot, 4 years, until March 2028, with 3 rolling periods from 25th June 2025.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 60000000 - Transport services (excl. Waste transport)

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

NUTS codes

- UK - United Kingdom

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

Lot 3 - GWR full On Board Ticket Issuing and Validation solution which will be used by GWR's On Board, Revenue Protection and Stations colleagues.

### **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

84

This contract is subject to renewal

Yes

Description of renewals

Multiple contracts will be required as exemplified follow:

- 1 x FRH Framework Agreement per Lot, 5 years with the option for further (2) two 12 months extension;
- 1 x Direct TOC contract for SWR per Lot, 3+2 Years, with quoted option for 5+2;
- 1 x Direct TOC contract for GWR per Lot, 4 years, until March 2028, with 3 rolling periods from 25th June 2025.

### **II.2.10) Information about variants**

Variants will be accepted: No

### **II.2.11) Information about options**

Options: No

## **II.2) Description**

### **II.2.1) Title**

Lot No

4

### **II.2.2) Additional CPV code(s)**

- 60000000 - Transport services (excl. Waste transport)

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

NUTS codes

- UK - United Kingdom

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

Lot 4 - GWR Ticket Office Ticket Issuing solution that can also be used in a mobile capacity to offer more operational flexibility and

improved customer service. The solution will be used by GWR's Ticket Office staff and Customer Ambassadors.

#### **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

84

This contract is subject to renewal

Yes

Description of renewals

Multiple contracts will be required as exemplified follow:

- 1 x FRH Framework Agreement per Lot, 5 years with the option for further (2) two 12 months extension;
- 1 x Direct TOC contract for SWR per Lot, 3+2 Years, with quoted option for 5+2;
- 1 x Direct TOC contract for GWR per Lot, 4 years, until March 2028, with 3 rolling periods from 25th June 2025.

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: No



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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

10 July 2024

Local time

5:00pm

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

English

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## **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**

First Rail Holdings Limited

London

Country

United Kingdom