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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): ocds-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

Telephone

+44 7812705209

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05154485

Internet address(es)

Main address

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

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)

- 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 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

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

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