

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/019334-2022>

Tender

Customer Information Screens

ABELLIO EAST MIDLANDS LIMITED

F05: Contract notice – utilities

Notice identifier: 2022/S 000-019334

Procurement identifier (OCID): ocds-h6vhtk-03522e

Published 14 July 2022, 5:46pm

Section I: Contracting entity

I.1) Name and addresses

ABELLIO EAST MIDLANDS LIMITED

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

LONDON

EC4A3AG

Contact

Scott Selby

Email

scott.selby@eastmidlandsrailway.co.uk

Telephone

+44 1332867000

Country

United Kingdom

NUTS code

UKF11 - Derby

Internet address(es)

Main address

<https://eastmidlandsrailway.co.uk>

I.3) Communication

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

<http://redirect.transaxions.com/events/FhKQ5>

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

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Customer Information Screens

II.1.2) Main CPV code

- 72400000 - Internet services

II.1.3) Type of contract

Services

II.1.4) Short description

This Notice has been published to establish an expression of interest leading to a tender (ITT) for the provision of East Midlands Railways (EMR) 'Customer Information Screens'

East Midlands Railway are seeking the opportunity to improve the provision of Customer Information at a number of EMR managed train stations by February 2023.

East Midlands Railway inherited a number of rural stations that do not provide any platform-based information to customers about the real-time operation of train services to/from the station, a key pain point for customers. A key business objective is to also provide enhanced journey information at larger stations to assist passengers with their end to end journeys, including station wayfinding, local transport and other relevant information, including ad-hoc and marketing messaging managed via EMR internal teams.

There is an opportunity to move away from traditional Customer Information screens to provide this information using outdoor/indoor information screens or stand-alone totems.

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Software/Hardware

Lot No

1

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

Multiple Sites across EMR Stations

II.2.4) Description of the procurement

East Midlands Railway are seeking the opportunity to improve the provision of Customer Information at a number of EMR managed train stations by February 2023.

East Midlands Railway inherited a number of rural stations that do not provide any platform-based information to customers about the real-time operation of train services to/from the station, a key pain point for customers. A key business objective is to also provide enhanced journey information at larger stations to assist passengers with their end to end journeys, including station wayfinding, local transport and other relevant information, including ad-hoc and marketing messaging managed via EMR internal teams.

There is an opportunity to move away from traditional Customer Information screens to provide this information using outdoor/indoor information screens or stand-alone totems.

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

up to 2 x 12 month extensions

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

We require bidders to provide a cost model for both the initial term of 3 years and the 2x 12 month extension periods as stated in the tender documentation.

II.2) Description

II.2.1) Title

Enablement

Lot No

2

II.2.2) Additional CPV code(s)

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

II.2.3) Place of performance

NUTS codes

- UKF - East Midlands (England)

Main site or place of performance

Across multiple EMR sites

II.2.4) Description of the procurement

East Midlands Railway are seeking the opportunity to improve the provision of Customer Information at a number of EMR managed train stations by February 2023.

East Midlands Railway inherited a number of rural stations that do not provide any platform-based information to customers about the real-time operation of train services to/from the station, a key pain point for customers. A key business objective is to also provide enhanced journey information at larger stations to assist passengers with their end to end journeys, including station wayfinding, local transport and other relevant information, including ad-hoc and marketing messaging managed via EMR internal teams.

There is an opportunity to move away from traditional Customer Information screens to provide this information using outdoor/indoor information screens or stand-alone totems.

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

2 x 12 month extensions

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

We require bidders to provide a cost model for both the initial term of 3 years and the 2x 12 month extension periods as stated in the tender documentation.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

9 August 2022

Local time

12:00pm

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

English

IV.2.7) Conditions for opening of tenders

Date

9 August 2022

Local time

12:01pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

To register your interest in this notice you should submit an expression of interest via the link in section I.3 to then receive the full tender documentation.

The tender documentation must be completed and any requested supporting information uploaded to the WAX digital portal before the Tender cut-off date of the 9/08/2022.

The Tender Cut-off date is the 8/04/2022

The Utilities Contracts Regulations 2016 ("Regulations") in accordance with their terms apply to this procurement. The issue of this Invitation to tender (ITT) and the selection of any Bidder and any other document, contact or conduct in connection with this ITT constitutes acceptance by East Midlands Railway that the Regulations apply to the Project covered by this ITT.

The procurement process as described in this document (the ITT Process) and any subsequent contract awarded will be subject to English law and the exclusive jurisdiction of the English courts. By participating in the ITT 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 ITT and invited to participate in this ITT Process.

VI.4) Procedures for review

VI.4.1) Review body

Abellio East Midlands Limited

Derby

Country

United Kingdom