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Award

## **Retail Managed Service**

NORTHERN TRAINS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-019361

Procurement identifier (OCID): ocds-h6vhtk-03df8b

Published 6 July 2023, 6:13pm

### **Section I: Contracting authority/entity**

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

NORTHERN TRAINS LIMITED

GEORGE STEPHENSON HOUSE, TOFT GREEN

YORK

Y016JT

#### **Contact**

Holly Peters

#### **Email**

[holly.peters@northernrailway.co.uk](mailto:holly.peters@northernrailway.co.uk)

#### **Telephone**

+44 7929708826

#### **Country**

United Kingdom

**Region code**

UK - United Kingdom

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.northernrailway.co.uk/>

**I.6) Main activity**

Railway services

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**Section II: Object**

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

**II.1.1) Title**

Retail Managed Service

**II.1.2) Main CPV code**

- 63512000 - Sale of travel tickets and package tours services

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

Provision of a Retail Managed Service that will enable a network of high street, convenience store and other outlets to retail rail tickets compliant with rail industry RSP (Rail Settlement Plan) accredited interface, standards and rules.

Rail Tickets issued through the Retail Managed Service network of Outlets will be both suitable and effective for use by passengers on the rail network in Great Britain.

The potential value of the contract will depend upon the degree to which the service is adopted by the travelling public as a payment option, since the majority of charges relate to a Transaction Fee.

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

This contract is divided into lots: No

#### **II.1.7) Total value of the procurement (excluding VAT)**

Value excluding VAT: £2,500,000

### **II.2) Description**

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

- 63512000 - Sale of travel tickets and package tours services

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

NUTS codes

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)

Main site or place of performance

North of England.

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

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

Options: Yes

Description of options

Northern Trains Limited (Northern) may at its absolute discretion exercise an option to extend the agreement following the initial term. The extension period shall be no greater than 3 years.

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

Northern Trains Limited in conjunction with a number of Train Operating Companies provide rail services across the North of England, retailing tickets through a diverse range of channels including ticket-vending machines, digital media and a small number of ticket offices at discrete rail station locations. Maintaining accessibility of the rail network and services to all elements of the travelling public is a key requirement and objective for all rail operators, including the need to facilitate the capability for customers to purchase rail tickets by either cash or bankcard.

Northern are seeking to appoint a Retail Managed Service provider that will enable a pilot scheme implementation of rail ticket retailing at convenience and other retail store's locations. The pilot scheme once implemented will be maintained and operated until a replacement service has been established by the rail industry. It is not felt that competitively tendering this requirement at this stage would be in the public interest, in terms of the cost associated, and given the limited pool of potential providers.

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## Section IV. Procedure

### IV.1) Description

#### IV.1.1) Type of procedure

Negotiated without a prior call for competition

- The works, supplies or services can be provided only by a particular economic operator for the following reason:
  - absence of competition for technical reasons

Explanation:

Northern Trains Limited (Northern) in conjunction with a number of Train Operating Companies provide rail services across the North of England, retailing tickets through a diverse range of channels including ticket-vending machines, digital media and a small number of ticket offices at discrete rail station locations. Maintaining accessibility of the rail network and services to all elements of the travelling public is a key requirement and objective for all rail operators, including the need to facilitate the capability for customers to purchase rail tickets by either cash or bankcard.

Northern are seeking to appoint a Retail Managed Service provider that will enable a pilot scheme implementation of rail ticket retailing at convenience and other retail store's locations. The pilot scheme once implemented will be maintained and operated until a replacement service has been established by the rail industry. It is not felt that competitively tendering this requirement at this stage would be in the public interest, in terms of the cost associated, and given the limited pool of potential providers.

#### IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

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## Section V. Award of contract/concession

A contract/lot is awarded: Yes

### V.2) Award of contract/concession

#### V.2.1) Date of conclusion of the contract

6 July 2023

**V.2.2) Information about tenders**

The contract has been awarded to a group of economic operators: No

**V.2.3) Name and address of the contractor/concessionaire**

Payzone Bill Payments Limited

3rd Floor, 100 Wood Street

London

EC2 V7ER

Country

United Kingdom

NUTS code

- UKI - London

Companies House

11310918

Internet address

[www.payzone.co.uk](http://www.payzone.co.uk)

The contractor/concessionaire is an SME

No

**V.2.4) Information on value of contract/lot/concession (excluding VAT)**

Initial estimated total value of the contract/lot/concession: £2,500,000

Total value of the contract/lot/concession: £2,500,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Department for Transport

London

Country

United Kingdom