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Tender

Provision of and Support for a Revenue Management System

SE TRAINS LIMITED
NORTHERN TRAINS LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-022211

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

Published 31 July 2023, 3:46pm

Section I: Contracting entity

I.1) Name and addresses

SE TRAINS LIMITED

2nd Floor, 4 More London Riverside

LONDON

SE1 2AU

Contact

Rob Parfitt

Email

robert.parfitt@southeasternrailway.co.uk

Country

United Kingdom

Region code

UKJ - South East (England)

Companies House

03266762

Internet address(es)

Main address

<http://www.southeasternrailway.co.uk>

I.1) Name and addresses

NORTHERN TRAINS LIMITED

George Stephenson House, Toft Green

York

YO1 6JT

Email

robin.horsman@northernrailway.co.uk

Country

United Kingdom

Region code

UKE - Yorkshire and the Humber

Companies House

03076444

Internet address(es)

Main address

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

I.2) Information about joint procurement

The contract involves joint procurement

I.3) Communication

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

<https://www.smartsurvey.co.uk/s/KL5DPP/>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.smartsurvey.co.uk/s/KL5DPP/>

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of and Support for a Revenue Management System

II.1.2) Main CPV code

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

II.1.3) Type of contract

Services

II.1.4) Short description

UK rail operator Southeastern is seeking to contract a partner (or partners) for the supply, installation and maintenance of a Revenue Management System (RMS) for their passenger rail operations. Use of services and systems may also be accessed by Northern Trains Limited

- The RMS will use the train inventory held in the Rail Delivery Group's 'RARS' system
- For our customers, we want to:
 - Provide a better rail experience, with high-quality journeys at lower prices
 - Allow anyone to afford to use trains as their first choice of transport
 - Create a price perception that trains are inexpensive
 - Improve journey quality by reducing crowding on busy services
- For our operation, we want to:
 - Optimise load factors on quieter services
 - Deliver increased passenger volumes
 - Increase revenue through yield on busy services and increased demand on quieter services
 - Improve revenue performance through early identification of risk and opportunity (such as special events)
 - Help to tailor new marketing campaigns based on accurate data analytics
- A full RMS specification will be provided to interested parties. Tenderers will be required to assert how their product meets the specification and to state clearly where they are not able to comply with the specification or are offering an alternative.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

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)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKJ - South East (England)

II.2.4) Description of the procurement

UK rail operator Southeastern is seeking to contract a partner (or partners) for the supply, installation and maintenance of a Revenue Management System (RMS) for their passenger rail operations. Use of services and systems may also be accessed by Northern Trains Limited

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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

60

This contract is subject to renewal

Yes

Description of renewals

The contracting entity may at its discretion extend the term of the agreement up to a total of 5 years

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The contracting entity may at its discretion extend the term of the agreement up to a total of 5 years

II.2) Description

II.2.1) Title

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

II.2.3) Place of performance

NUTS codes

- UKE - Yorkshire and the Humber

II.2.4) Description of the procurement

UK rail operator Southeastern is seeking to contract a partner (or partners) for the supply, installation and maintenance of a Revenue Management System (RMS) for their passenger rail operations. Use of services and systems may also be accessed by Northern Trains Limited

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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

31 August 2023

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: 9 (from the date stated for receipt of tender)

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

High Court of England and Wales

Technology & Construction Court, 7 Rolls Buildings, Fetter Lane

London

EC4A 1NL

Country

United Kingdom