

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/023954-2024>

Tender

Provision of Ticketless Travel Surveys

WEST MIDLANDS TRAINS LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-023954

Procurement identifier (OCID): ocds-h6vhtk-048657

Published 31 July 2024, 1:45pm

Section I: Contracting entity

I.1) Name and addresses

WEST MIDLANDS TRAINS LIMITED

2nd Floor, St Andrews House, 20 St. Andrew Street

LONDON

EC4A3AG

Contact

Rachel Price

Email

Rachel.Price@wmtrains.co.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

09860466

Internet address(es)

Main address

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

Buyer's address

<https://s2c.waxdigital.co.uk/Abellio/SignIn.aspx>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Ticketless Travel Surveys

Reference number

WMT 3490

II.1.2) Main CPV code

- 79310000 - Market research services

II.1.3) Type of contract

Services

II.1.4) Short description

West Midlands Trains Ltd (WMT) requires ticketless travel surveys to meet its obligations under the National Rail Contract. Within WMT's franchise, the DfT accepts passenger revenue risk, and all ticketing and fares revenues are paid to it. Because the franchisee does not take revenue risk, the Secretary of State (SoS) has a requirement to ensure that the franchisee is operating in the same way it would if it were taking revenue risk. The level of ticketless travel across the lifetime of the franchise is a key measure of WMT's performance.

Therefore, WMT are conducting an open tender for the provision of ticketless travel surveys which will take place across its entire network.

Due to the National Rail Contract commitments, WMT requires a supplier who has relevant experience of delivering surveys and producing data and reporting within the UK rail market.

Surveys are expected to be carried out quarterly throughout the term of the contract, with the first Survey to be completed during November 2024. Further surveys will be expected to take place each year in February, June and September.

Each survey is to take place over two-three weeks with an estimated sixty-five to seventy-five shifts over weekdays and weekends, with a target of at least twenty thousand observations.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG31 - Birmingham

II.2.4) Description of the procurement

Full details for the requirements can be found within Appendix A - Specification.

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

Start date

28 October 2024

End date

20 September 2026

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for a further 12 + 12 months

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: No

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

2 September 2024

Local time

11:00am

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

English

IV.2.7) Conditions for opening of tenders

Date

2 September 2024

Local time

12:00pm

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

West Midlands Trains Limited

Birmingham

Country

United Kingdom