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Contract

Provision of and Support for a Revenue Management System

SE TRAINS LIMITED
NORTHERN TRAINS LIMITED

F06: Contract award notice – utilities
Notice identifier: 2024/S 000-024487
Procurement identifier (OCID): ocds-h6vhtk-03ebca
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Section I: Contracting entity

I.1) Name and addresses

SE TRAINS LIMITED

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LONDON

SE12AU

Contact

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Telephone

+44 7989232377

Country

United Kingdom

Region code

UKI44 - Lewisham and Southwark

Companies House

03266762

Internet address(es)

Main address

www.southeasternrailway.co.uk

I.1) Name and addresses

NORTHERN TRAINS LIMITED

George Stephenson House, Toft Green

York

YO1 6JT

Contact

Robin Horsman

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.6) Main activity

Railway 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

- 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.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

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

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- Provide a better rail experience, with high-quality journeys at lower prices
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- Create a price perception that trains are inexpensive
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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

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.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-022211](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 August 2024

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom