

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/024487-2024>

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

Published 5 August 2024, 12:09pm

### **Section I: Contracting entity**

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

SE TRAINS LIMITED

Second Floor, 4 More London Riverside

LONDON

SE12AU

#### **Contact**

Rob Parfitt

#### **Email**

[robert.parfitt@southeasternrailway.co.uk](mailto:robert.parfitt@southeasternrailway.co.uk)

#### **Telephone**

+44 7989232377

**Country**

United Kingdom

**Region code**

UKI44 - Lewisham and Southwark

**Companies House**

03266762

**Internet address(es)**

Main address

[www.southeasternrailway.co.uk](http://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](mailto: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**

- 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.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