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Planning

## **ScotRail Finance, Payroll and Customer Experience Services**

ScotRail Trains Ltd

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2023/S 000-024538

Procurement identifier (OCID): ocids-h6vhtk-03f5ae

Published 21 August 2023, 4:31pm

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

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

ScotRail Trains Ltd

Atrium Court, , 50 Waterloo Street

Glasgow

G31 3EW

#### **Email**

[kathleen.gay@scotrail.co.uk](mailto:kathleen.gay@scotrail.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UKM - Scotland

### **Internet address(es)**

Main address

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

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA30589](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA30589)

### **I.3) Communication**

Additional information can be obtained from the above-mentioned address

### **I.6) Main activity**

Railway services

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## **Section II: Object**

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

#### **II.1.1) Title**

ScotRail Finance, Payroll and Customer Experience Services

Reference number

SR188

#### **II.1.2) Main CPV code**

- 79000000 - Business services: law, marketing, consulting, recruitment, printing and security

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

ScotRail currently operates an out-sourced Shared Service Centre providing finance, payroll and customer service functions and is looking to engage the market and understand the capabilities of potential suppliers to provide these services in the future. This assessment will shape our strategy and tender documents for the future of our finance, payroll and customer service functions. ScotRail plan to go to the market to procure this in late 2023.

Prospective suppliers who have the capacity and capability are asked to register an interest on the Public Contracts Scotland site and use the question and answer functionality to send a message indicating which Lot(s) they are noting interest for. ScotRail will engage with appropriate suppliers to help inform our strategy for the future of these services.

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

This contract is divided into lots: Yes

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

#### **II.2.1) Title**

Finance Services

Lot No

1

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

- 79211000 - Accounting services
- 79211120 - Sales and purchases recording services

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

NUTS codes

- UKM - Scotland

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

ScotRail are looking for a provider of Finance Services for accounts payable (c40,000 transactions per annum), accounts receivable (c2,000 transactions per annum), treasury, balance sheet reconciling and VAT returns.

ScotRail currently have the following systems to support these services and will provide licence access. However, these systems may be subject to change over the life of the contract where ScotRail review the systems strategy for these services and are required to conduct a tender for the systems in the future:

- Advanced Open Accounts and Ebis for Finance
- Infor for engineering purchases/invoice matching
- RBS for banking
- Experian for credit checking
- Deloitte VAT processing software

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

Prospective suppliers who have the capacity and capability are asked to register an interest on the Public Contracts Scotland site and use the question and answer function to send a message indicating that are noting interest for Lot 1 Finance Services. ScotRail will engage with appropriate suppliers to help inform our strategy for the future of these services

## **II.2) Description**

### **II.2.1) Title**

Payroll Services

Lot No

2

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

- 79211110 - Payroll management services

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

NUTS codes

- UKM - Scotland

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

ScotRail are looking for a provider of Payroll Services for the processing of a payroll for c5,200 active employees on 4 weekly pay cycle. Associated administration tasks to be handled by the provider will include processing changes to employee Terms & Conditions as required, updating payroll records periodically to ensure accurate payment to employees, responding to queries from employees by phone and email, payments to 3rd parties and associated administrative tasks, pension scheme administration, P11D's, and MI and reporting.

ScotRail currently have iTrent for payroll and will provide licence access to the system. However, the payroll system may be subject to change over the life of the contract where ScotRail review their systems strategy for this service and are required to conduct a tender for the system in the future

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

Prospective suppliers who have the capacity and capability are asked to register an interest on the Public Contracts Scotland site and use the question and answer function to send a message that they are noting interest for Lot 2 Payroll Services. ScotRail will engage with appropriate suppliers to help inform our strategy for the future of these services

## **II.2) Description**

### **II.2.1) Title**

Customer Service Centre

Lot No

3

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

- 79500000 - Office-support services
- 79511000 - Telephone operator services
- 79512000 - Call centre

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

NUTS codes

- UKM - Scotland

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

ScotRail are looking for a provider (or providers) of managed customer contact centre services to handle our c350k annual customer contacts. This includes the provision of hardware, software, security and workflow management solutions. ScotRail are looking for service providers capable of:

Customer Contact Centre

- handling enquiries, complaints and refund requests via letter, email, webform and chat;
- handling incoming and outgoing sales, aftersales (including refunds), general enquiries and complaints via phone call;
- processing claims for compensation (in-line with our Delay-Repay scheme rules);
- recording and reporting customer feedback for all contact methods and types; and
- manual and automated workflows.

Business Fulfilment

- processing incoming customer letters and claim forms, including scanning;
- processing outgoing mail, including printing, folding, inserting, sealing envelopes, franking, and posting;
- secure physical storage of hard copy letters and claim forms post scanning-
- management of freepost facilities; and
- processing payments (such as BACs, Bank Card, PayPal).

#### Management reporting

- daily, weekly, and periodic reporting

#### Training and workflow management

- document existing processes and business information;
- create efficient workflow processes;
- create training material; and
- deliver training to contact centre employees.

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

Prospective suppliers who have the capacity and capability are asked to register an interest on the Public Contracts Scotland site and use the question and answer function to send a message that they are noting interest for Lot 3 Customer Service Centre. ScotRail will engage with appropriate suppliers to help inform our strategy for the future of these services.

### **II.3) Estimated date of publication of contract notice**

2 October 2023

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## **Section IV. Procedure**

### **IV.1) Description**

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

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

Prospective suppliers who have the capacity and capability are asked to register an interest on the Public Contracts Scotland site and use the question and answer function to send a message stating which Lot(s) they are noting interest for. ScotRail will engage with appropriate suppliers to help inform our strategy for the future of these services.

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=742341](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=742341).

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