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Tender

Provision of Customer Loyalty Services

FIRST RAIL HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2021/S 000-026191

Procurement identifier (OCID): ocds-h6vhtk-02edbc

Published 19 October 2021, 8:37pm

Section I: Contracting entity

I.1) Name and addresses

FIRST RAIL HOLDINGS LIMITED

LONDON

Contact

Rachel Crockford

Email

FRH-procurement.indirects@firstrail.com

Telephone

+44 7583102659

Country

United Kingdom

NUTS code

UKI32 - Westminster

Internet address(es)

Main address

<https://www.firstgroupplc.com>

Buyer's address

<https://www.firstgroupplc.com>

I.3) Communication

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

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/DisplayModules/TradeModules/Negotiations/Sourcing/DocumentMain.aspx?ProjectId=2006&DocumentId=2008&ApplicationInstanceId=27adc89e-0cb2-4b51-9bc1-34061f10156f>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://s2c-uk62.waxdigital.com/FirstGroupPlc/DisplayModules/TradeModules/Negotiations/Sourcing/DocumentMain.aspx?ProjectId=2006&DocumentId=2008&ApplicationInstanceId=27adc89e-0cb2-4b51-9bc1-34061f10156f>

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of Customer Loyalty Services

Reference number

FG001268

II.1.2) Main CPV code

- 79342321 - Customer-loyalty programme

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Customer Loyalty Services for First Rail Holdings businesses including Avanti West Coast, Greater Western Railway, South Western Railway and TransPennine Express

II.1.5) Estimated total value

Value excluding VAT: £8,200,000

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

Customer Loyalty Services for Avanti West Coast

Lot No

1

II.2.2) Additional CPV code(s)

- 79342321 - Customer-loyalty programme

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Customer Loyalty Services for Avanti West Coast

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £3,600,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a period of up to two years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Customer Loyalty Services - Greater Western Railway

Lot No

2

II.2.2) Additional CPV code(s)

- 79342321 - Customer-loyalty programme

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Customer Loyalty Services for Greater Western Railway

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £3,200,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a period of up to 2 years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Customer Loyalty Services for South Western Railway

Lot No

3

II.2.2) Additional CPV code(s)

- 79342321 - Customer-loyalty programme

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Customer Loyalty Services for South Western Railway

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £730,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a period of up to 2 years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2) Description

II.2.1) Title

Customer Loyalty Services for TransPennine Express

Lot No

4

II.2.2) Additional CPV code(s)

- 79342321 - Customer-loyalty programme

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Provision of Customer Loyalty Services for TransPennine Express

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £732,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

There will be an option to extend for a period of up to 2 years

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

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

19 November 2021

Local time

12:00pm

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

English

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

First Rail Holdings Limited

London

Country

United Kingdom