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Award

Provision of a National Rail Communications Centre Service

Train Information Services Limited

F15: Voluntary ex ante transparency notice

Notice identifier: 2023/S 000-026704

Procurement identifier (OCID): ocds-h6vhtk-03fb6a

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Section I: Contracting authority/entity

I.1) Name and addresses

Train Information Services Limited

First Floor North, 1 Puddle Dock

LONDON

EC4V 3DS

Contact

Mark Earey

Email

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Country

United Kingdom

Region code

UK - United Kingdom

Companies House

07258491

Internet address(es)

Main address

www.raildeliverygroup.com

I.6) Main activity

Other activity

Support services for train operating companies

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a National Rail Communications Centre Service

II.1.2) Main CPV code

- 63711000 - Support services for railway transport

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of rail operational services and information to support and update critical rail industry systems, websites and social media with up to date train service information and related services for use within the rail industry and the public. The service also deciphers and manages real-time service disruption updates 24/7 364 days a year.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 63711000 - Support services for railway transport

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

Main site or place of performance

United Kingdom

II.2.4) Description of the procurement

Provision of rail operational information services to support and update rail industry websites and social media with up to date train service information and related services.

II.2.11) Information about options

Options: Yes

Description of options

Extension of contract for a further two years after initial three year period if required.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

In accordance with Regulation 50(1)(c)(ii) of the UCRs 2016 due to the rail industry specific technical nature of the services and related training required the services can be supplied only by a particular supplier due to competition being absent for technical reasons.

The service requires the knowledge and application of UK railway operating procedures and systems, in-depth rail geography including localised routes and the interpretation of related operational information so that this can be distributed in other downstream systems and websites for use within the rail industry and by the public. This is critical to the provision of the services.

The service requires expansive and subject matter expertise in specific rail industry knowledge and application of complex UK railway operating procedures and its vast range of operational systems.

The supplier holds all of the above attributes and is a rail operator within the United Kingdom operating freight train services.

For the services to be provided by a different supplier would require substantial training and familiarisation in rail operational procedures and systems prior to the commencement of the services which would take a considerable amount of time and cost.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract/concession

Contract No

Provision of a National Rail Communications Centre Service

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

8 September 2023

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Rail Delivery Group

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London

EC4 3DS

Email

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Country

United Kingdom