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Planning

## **Provision of Electronic Point of Sales Solution & Support**

FIRST TRENITALIA WEST COAST RAIL LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2021/S 000-028938

Procurement identifier (OCID): ocids-h6vhtk-02f879

Published 19 November 2021, 2:48pm

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

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

FIRST TRENITALIA WEST COAST RAIL LIMITED

8th Floor, The Point, 37 North Wharf Road

London

W2 1AF

#### **Contact**

Pardeep Dubb

#### **Email**

[procurement@avantiwestcoast.co.uk](mailto:procurement@avantiwestcoast.co.uk)

#### **Country**

United Kingdom

#### **NUTS code**

UK - United Kingdom

**Internet address(es)**

Main address

[www.avantiwestcoast.co.uk](http://www.avantiwestcoast.co.uk)

**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**

Provision of Electronic Point of Sales Solution & Support

**II.1.2) Main CPV code**

- 48110000 - Point of sale (POS) software package

**II.1.3) Type of contract**

Supplies

**II.1.4) Short description**

FTWCR are exploring EPOS solutions that can support retail and complimentary sales in the On-Board Shop, customer At-Seat Ordering, retail and complimentary sales in Euston First Class Lounge and reporting of complimentary consumption of produce in our Regional First-Class Lounges. FTWCR are also aspiring for the solution to support our First-Class table service delivery to improve efficiency and customer experience, this would support our first class carriages on-board as well as in our Euston First Class lounge.

FTWCR's vision for EPOS is that our solution will enable the business to optimise retail

revenue, while delivering an excellent customer experience. The Food and Beverage Proposition will be delivered efficiently across all customers and classes on their journey, from the catering selection of products to customer consumption in FC Lounges and On-Board.

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

This contract is divided into lots: No

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

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

- 48110000 - Point of sale (POS) software package

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

NUTS codes

- UK - United Kingdom

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

FTWCR is investigating the opportunity to expand its EPOS system on-board its trains and in First Class Lounges.

FTWCR's vision for EPOS is that our solution will enable the business to optimise retail revenue, while delivering an excellent customer experience. The Food and Beverage Proposition will be delivered efficiently across all customers and classes on their journey, from the catering selection of products to customer consumption in FC Lounges and On-Board.

The objective is to improve customer experience, support with operational process and colleague efficiency, and to make better use of data to improve business decision making. FTWCR remain open to new and innovative ways of working and are interested in how your solution may be developed to continuously improve its effectiveness.

FTWCR are exploring solutions that can support retail and complimentary sales in the On-Board Shop, customer At-Seat Ordering, retail and complimentary sales in Euston First Class Lounge and reporting of complimentary consumption of produce in our Regional First-Class Lounges. FTWCR are also aspiring for the solution to support our First-Class table service delivery to improve efficiency and customer experience, this would support our first class carriages on-board as well as in our Euston First Class lounge.

FTWCR are engaging with the market to test our assumptions and explore the range of

products, functionality and integrations that could support our business. FTWCR are also interested in the time and cost constraints that are allocated to deployment of your solution. If your current solution functionality does not fully meet our aspirations, FTWCR are interested in how this would impact on your deployment timeline, cost, and integrations in your response.

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

This notice is to create early market engagement with suppliers, who can engage with FTWCR to complete a Request For Information (RFI) process.

To express your interest to be involved in the above process, you will be required to send a email confirming your interest to the email address stated on this notice. Interested suppliers will then be provided with details to access the RFI once a non disclosure agreement has been signed.

FTWCR intention will be to launch a formal procurement process, for which a contract notice will be published. This process will be subject to the review of the outcome of the RFI.

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

21 February 2022

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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: No

### **IV.2) Administrative information**

#### **IV.2.2) Time limit for receipt of expressions of interest**

Date

8 December 2021

Local time

11:00pm

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

English