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Planning

First Rail Travel Disruption Information Services

FIRST RAIL HOLDINGS LIMITED

F04: Periodic indicative notice – utilities

Periodic indicative notice only

Notice identifier: 2024/S 000-029340

Procurement identifier (OCID): ocids-h6vhtk-049a95

Published 13 September 2024, 10:34am

Section I: Contracting entity

I.1) Name and addresses

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

Contact

Ana Gair

Email

ana.gair@firstrail.com

Telephone

+44 7812705209

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

05154485

Internet address(es)

Main address

<https://www.firstgroupplc.com/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

I.6) Main activity

Urban railway, tramway, trolleybus or bus services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

First Rail Travel Disruption Information Services

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

It is our intention to undertake an extension of an existing contract. The extension of the existing contract is for the provision to provide real-time rail disruption management

information services, for a period of two years (with a termination for convenience of 6 months included). Such extension is to continue providing the solution pending review and definition of options for a potentially longer term alternative solution and subsequent procurement process.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The provision of real-time rail disruption management information services using a supplier's propriety software to First TOC (train operating companies) and open access operators, employees and its customers across the rail business for a period of 2 years (with a termination for convenience of 6 months included).

This information is used to improve transport outcomes, enhance customer satisfaction, and test and predict the outcomes of different scenarios in the transport sector. Information dissemination channels include mobile app, desktop, websites, email, tablets, Customer Information Screens, and other bulletin boards.

II.3) Estimated date of publication of contract notice

15 October 2024

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

English