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Planning

Consolidated Online Retail Solution (CORS)

TISL Limited trading as RAIL DELIVERY GROUP

F04: Periodic indicative notice – utilities

Reducing time limits for receipt of tenders

Notice identifier: 2021/S 000-031212

Procurement identifier (OCID): ocds-h6vhtk-030163

Published 15 December 2021, 11:00am

Section I: Contracting entity

I.1) Name and addresses

TISL Limited trading as RAIL DELIVERY GROUP

2nd Floor,200 Aldersgate Street

LONDON

EC1A4HD

Contact

Sam Stevens

Email

cors.procurement@raildeliverygroup.com

Telephone

+44 2078418000

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

www.raildeliverygroup.com

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

www.raildeliverygroup.com

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.raildeliverygroup.com

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Consolidated Online Retail Solution (CORS)

II.1.2) Main CPV code

- 30144400 - Automatic fare collection

II.1.3) Type of contract

Supplies

II.1.4) Short description

This PIN has been issued by Train Information Services (TISL) Limited, trading as Rail Delivery Group (RDG) under the auspices of its members Train Operating Companies who operate main line passenger train services in the United Kingdom (TOCs).

RDG may look to procure an online national rail ticket retailing solution for the sale/purchase of Great Britain (GB) Rail tickets, the key functions of the service may include:

1. Responsive Web and app capability from journey plan to purchase flow;
2. Associated services such as payment, refunds and compensation;
3. Contact centre applications, customer service, telesales and aftersales support;
4. Capability to be integrated into the broader ecosystem of digital customer & marketing services & other industry systems,

This Periodic Indicative Notice (PIN) acts to instigate the following:

- to allow RDG to reduce the tendering periods if a procurement exercise is commenced
- to provide advance notice to the market of an imminent procurement activity to procure a new National Online Retail Solution - UK Rail,
- to provide an initial outline of the scope of services, & to
- allow participants to take part in a market sounding exercise, prior to the commencement of the procurement.

In line with the expectations of the Williams-Shapps Plan for Rail, RDG expects to novate the contracts associated with this solution to an appropriate company within Great British Railways.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 22459000 - Tickets
- 34940000 - Railway equipment
- 34980000 - Transport tickets
- 60210000 - Public transport services by railways
- 63512000 - Sale of travel tickets and package tours services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

This PIN has been issued by Train Information Services (TISL) Limited, trading as Rail Delivery Group (RDG) under the auspices of its members Train Operating Companies who operate main line passenger train services in the United Kingdom (TOCs).

RDG brings together the companies that run Britain's railway - Train Operating Companies (TOCs) - into a single team with one goal, to deliver a better railway. Modernising ticketing and improving the customer journey are top priorities for passengers and the industry.

All the passenger and freight rail companies are members of the RDG, as well as Network Rail and HS2. RDG provides services and support to enable our members to succeed in transforming and delivering a successful railway, benefiting passengers, taxpayers and the economy.

RDG manages a large number of data services and systems that are fundamental to the retail of train tickets across the UK. Some examples:

- Timetable data of all UK Rail passenger services;
- Product Management Service that contains all UK Rail fares;
- National Reservation Service;
- National Rail Enquiries;
- Central Back Office for Smart Ticketing;
- Lennon that captures all UK Rail ticket sales;

- ORCATS that apportion ticket sales back to the TOCs.

RDG may procure a National Online Retail Solution with a view of delivering a 'best of class' retail service that would align to the strategic vision for Online Retail Services for GB Rail Tickets going forward, we expect that a new service would be;

A cost effective, market leading, online ecommerce service, that will:

- Make it simple for customers to plan their travel, pay for travel, and keep informed about their journey.
- Remain market leading, with ongoing investment and roadmap, to offer a best in class ecommerce experience.
- Integrate into our wider digital customer experience.
- Support our retail strategy objectives, particularly around migration to digital and account based fares.
- Be appropriate for RDG investment appetite and team size.
- Enterprise-grade solution, meeting relevant security, accuracy, performance and availability targets.
- Ability to seamlessly integrate content from other suppliers with different specialisms.

Suppliers intending to take part in the Market Engagement should notify RDG of their intention by email to:

cors.procurement@raildeliverygroup.com

Suppliers will be issued with a Memorandum of Information (MOI) detailing a high-level summary of the proposed scope and a summary of the procurement process. In addition, RDG will issue separately a Market Engagement Questionnaire which will look to pose a series of questions which aim to provide RDG with greater market awareness of existing capabilities prior to commencing the procurement exercise.

Information enclosed in the questionnaire form will be treated in the strictest confidence, suppliers should note that RDG may use the information provided to help inform the procurement exercise, the requirements and any other associated approach.

The deadline for return of the questionnaire is 12:00 (GMT) midday on the 12th January 2022, those who miss the deadline can still forward the information, but RDG reserve the right to either ex/include the details for consideration.

RDG will hold a supplier 'Open Day' and/or a series of one to one sessions (which may be conducted virtually by mutual agreement) with those suppliers who are interested in taking part.

The OPEN day will take place on the 17th January 2022 with one to one sessions from the 18th January 2022, details of how to request a slot can be found in the Memorandum of Information which will be shared post expressions of interest. Due to the current Covid-19 pandemic it may be that any interface with RDG will be delivered remotely.

This PIN notice does not commit RDG to conduct the procurement exercise, tenderers who incur costs as a result of this notice do so under at their own risk.

In line with the expectations of the Williams-Shapps Plan for Rail, RDG expects to novate the contracts associated with this solution to an appropriate company within Great British Railways.

II.2.5) Award criteria

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

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

Duration in months

48

This contract is subject to renewal

Yes

Description of renewals

Agreements may be extended for up to a further four years, either as whole or as increments, up to a total of eight years.

II.3) Estimated date of publication of contract notice

1 April 2022

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

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

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Rail Delivery Group

London

Country

United Kingdom