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Award

## **Ticket Retailing Solutions**

FIRST TRENITALIA WEST COAST RAIL LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-033778

Procurement identifier (OCID): ocds-h6vhtk-04adc7

Published 18 October 2024, 2:18pm

### **Section I: Contracting authority/entity**

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

FIRST TRENITALIA WEST COAST RAIL LIMITED

8th Floor, The Point, 37 North Wharf Road

LONDON

W21AF

#### **Email**

[sujay.kasture@avantiwestcoast.co.uk](mailto:sujay.kasture@avantiwestcoast.co.uk)

#### **Country**

United Kingdom

#### **Region code**

UKI - London

#### **Companies House**

10349442

**Internet address(es)**

Main address

<https://www.avantiwestcoast.co.uk>

**I.6) Main activity**

Railway services

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**Section II: Object**

**II.1) Scope of the procurement**

**II.1.1) Title**

Ticket Retailing Solutions

**II.1.2) Main CPV code**

- 72000000 - IT services: consulting, software development, Internet and support

**II.1.3) Type of contract**

Services

**II.1.4) Short description**

It is our intention to undertake an extension to an existing contract. The contract variation is for the extension of existing provision of 'at station' ticket issuing system capability and mobile ticket issuing system capability for an interim period of up to 2 years.

Such extension is to provide an interim solution and service continuity pending review and definition of the required longer term solution and subsequent procurement process.

**II.1.6) Information about lots**

This contract is divided into lots: No

**II.2) Description**

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

- 72000000 - IT services: consulting, software development, Internet and support

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

NUTS codes

- UKI - London

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

The provision of services in support of ticket retailing solutions to Avanti West Coast, for the continuation of the Ticket Issuing System deployed in ticket offices, on board trains, and on concourses.

The ticket issuing system is used to retail tickets and associated products in Booking Offices, Station concourses and On-board trains. Validation service for barcode tickets and reads ITSO smart cards connected to the RDG industry TMS system. The validation service is integrated with the Avocet retail system and is also available as a separate scanning app. Validation is essential for revenue protection.

Additional services including complimentary barcode tickets, barcode generation for staff passes, 1st class access system and Club Avanti passes and upgrades.

### **II.2.11) Information about options**

Options: No

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## **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:

This contract is to provide a ticket issuing system to retail tickets and associated products in Booking Offices, Station concourses and On-board trains and ; validation service for barcode tickets and reads ITSO smart-cards connected to the RDG industry TMS system.

Due to a number of factors not least industry reform, business continuity and system resilience, affordability and minimization of change impact, this contract award and extension is deemed to be the optimal approach to provide a sustainable solution for the period concerned as it is clear the change of contracting partner at this juncture would result in the supply having different technical characteristics which would result in incompatibility or disproportionate technical difficulties in operation and maintenance. This is due to the situation that the current service uses technology that is significantly integrated into many parts of Avanti's business, and to move the services away from the current service partner would involve significant technical migration and implementation activities. Any technical or software architecture changes would mean that there will be additional costs, along with lost commercial benefits due to supporting and or adding more than one system at this juncture. This contract extension will ensure business continuity as there will be no technical or operational disruption of the services.

The two-year contract extension is an interim solution pending further market review, analysis and testing which will consider influencing factors impacting future solutions, technologies, and business impact.

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

The procurement is covered by the Government Procurement Agreement: No

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## **Section V. Award of contract/concession**

A contract/lot is awarded: Yes

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract**

18 October 2024

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

First Trenitalia West Coast Rail Ltd

London

Country

United Kingdom