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Planning

Front-Line Colleague App Platform

NORTHERN TRAINS LIMITED

F01: Prior information notice

Reducing time limits for receipt of tenders

Notice identifier: 2023/S 000-034337

Procurement identifier (OCID): ocids-h6vhtk-041b76

Published 20 November 2023, 5:53pm

Section I: Contracting authority

I.1) Name and addresses

NORTHERN TRAINS LIMITED

George Stephenson House, Toft Green

YORK

YO16JT

Contact

Sarah Roberts

Email

sarah.roberts@northernrailway.co.uk

Telephone

+44 7929708451

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

03076444

Internet address(es)

Main address

<https://www.delta-esourcing.com>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com>

Tenders or requests to participate must be submitted to the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Railway

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Front-Line Colleague App Platform

II.1.2) Main CPV code

- 72222300 - Information technology services

II.1.3) Type of contract

Services

II.1.4) Short description

Procurement of Front-Line Colleague App Platform, Development, and Support

II.1.5) Estimated total value

Value excluding VAT: £370,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72222300 - Information technology services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Northern Trains Limited (Northern) are looking for an experienced supplier to provide expertise and resource to enable Northern to implement a low code/no code mobile app development platform, develop release 1 of a mobile app to enable front-line colleagues provide quality customer service to Northern customers, and to provide ongoing third line

support for the platform and app. The implementation service for the platform should include training for Northern staff in the use of the platform and how to undertake continuous improvement in the app. Ongoing support for the platform should include further support and training to Northern staff in the use of the platform. Optionally Northern may choose to seek additional support from the supplier for the development and extension of the mobile app for future releases.

II.2.5) Award criteria

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

II.2.6) Estimated value

Value excluding VAT: £370,000

II.3) Estimated date of publication of contract notice

3 January 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

Section VI. Complementary information

VI.3) Additional information

There is a MEMORANDUM OF INFORMATION to follow and an access code or a link to the document will be provided in due course. This information will be provided in a draft summary form to allow potential suppliers to gain insight into our requirements. Further detail will be provided at the Invitation to Tender stage. Information provided is subject to revision as the Tender develops and is indicative only at this stage.

VI.4) Procedures for review

VI.4.1) Review body

Department for Transport

London

Country

United Kingdom