

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/034870-2024>

Award

First Rail Travel Disruption Information Services

FIRST RAIL HOLDINGS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2024/S 000-034870

Procurement identifier (OCID): ocds-h6vhtk-04b1dd

Published 28 October 2024, 2:27pm

Section I: Contracting authority/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

Country

United Kingdom

Region code

UKI32 - Westminster

Companies House

05154485

Internet address(es)

Main address

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

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. 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.

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.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated without a prior call for competition

- No tenders or no suitable tenders/requests to participate in response to a procedure with prior call for competition

Explanation:

First Rail has an obligation to provide continuous real time travel management disruption data. There is no option to do nothing nor have a break in service given the importance, scale and complexity of the services delivered.

Under 50(1)(c) of the regulations, the nature of the product is unique, and no reasonable alternative or substitute solution exists. The software algorithm programme is propriety to the supplier and currently no other single software solution can be utilised to supply the crucial interfaces to all of the multiple third-party systems served.

Under 50(1)(e) of the regulations, in the case of supply contracts for additional deliveries by the original supplier which are intended either as a partial replacement of supplies, or installations, or as the extension of existing supplies or installations, a change of supplier 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 because the current service uses technology that is significantly integrated into many parts of First's business, and to move the services away from the current service partner would involve significant and costly technical migration and implementation activities. Any technical or software architecture changes would mean that existing investment would be lost, along with 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. Any future activity will be in accordance with the utilities contract regulations with respect to prior publication of a periodic indicative notice.

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

The procurement is covered by the Government Procurement Agreement: No

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

28 October 2024

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

First Rail Holdings Limited

London

Country

United Kingdom