

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/037733-2023>

Tender

First Rail RSPS/UK rail accredited WebTIS solution

FIRST RAIL HOLDINGS LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-037733

Procurement identifier (OCID): ocds-h6vhtk-04294e

Published 21 December 2023, 3:51pm

Section I: Contracting entity

I.1) Name and addresses

FIRST RAIL HOLDINGS LIMITED

8th Floor, The Point,37 North Wharf Road

LONDON

W21AF

Contact

Michael Anderson

Email

michael.anderson@firstrail.com

Country

United Kingdom

Region code

UK - United Kingdom

Companies House

05154485

Internet address(es)

Main address

www.firstgroupplc.com

I.3) Communication

Access to the procurement documents is restricted. Further information can be obtained at

<http://redirect.transaxions.com/events/hcHA5>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted to 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 RSPS/UK rail accredited WebTIS solution

II.1.2) Main CPV code

- 60000000 - Transport services (excl. Waste transport)

II.1.3) Type of contract

Services

II.1.4) Short description

First Rail RSPS/UK rail accredited WebTIS solution

FRH will contract for an RSPS accredited TIS service with either a functionally full set of APIs or white label solution. This service would be for the customer retail website and app for Great Western Railway, South Western Railway, Hull Trains and Lumo.

II.1.5) Estimated total value

Value excluding VAT: £21,000,000

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

First Rail Holdings (FRH) is one of the most experienced rail operators in the UK, with more than 500,000 passenger journeys daily across three Department for Transport contracted operations and two open access routes. Operating approximately 25% of the UK rail passenger market. Our train operating companies include Great Western Railway, South Western Railway, Avanti West Coast, Hull Trains and Lumo. Our train businesses provide for commuter, leisure, business customers, regional, long distance and sleeper services.

As part of its strategy for ticket retail, using an RSPS accredited solution, for the past 9 years FRH have originally used a white label service then migrated to an API to develop native websites and apps for its train companies. This has enabled FRH to ensure an approach of continuous improvement to deliver a digital experience that customers want when purchasing train tickets.

In order to continue this web and app strategy, FRH will contract for an RSPS accredited WebTIS service with either a functionally full set of APIs or white label solution. This service would be for the customer retail website and app for Great Western Railway, South Western Railway, Hull Trains and Lumo.

First Rail are seeking bidders to provide detailed proposals that:

- Are compliant with railway industry (RSPS), payments (PCI-DSS), GDPR and national standards
- Have high functionality, innovative and transformational
- Have robust and proven technologies, built using modern services, software and platforms
- Are flexible and scalable solution which can continue to operate seamlessly during peaks in demand for the retail services
- Have a full set of functionally rich API or white label services to meet the requirements detailed in the ITT
- Provide examples of similar successful implementations to at least this scale, within the UK rail sector
- Can demonstrate a high level quality of service and change management delivery for similar services provided to other customers

The Contract duration will be for 3 years with the option to extend for a further three extensions of 12 months. Current volumes are estimated to be approximately £250m in annual sales revenue across the in-scope train operators for these services. These volumes are forecast to grow following continued customer migration to digital ticketing.

FirstGroup is looking for a capable supply partner with an excellent track record in delivery of UK rail passenger ticketing. The supplier will need to demonstrate innovation, will share an element of the risk around delivery costs/timeframes and has strong processes in place to ensure value for money.

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

36

This contract is subject to renewal

Yes

Description of renewals

The contract duration will be for 36 months with the option to extend for up to a further 3 x 12 month extensions.

II.2.10) Information about variants

Variants will be accepted: No

II.2.11) Information about options

Options: No

II.2.14) Additional information

The deadline for EoI (expressions of Interest) and submitting PQQs is as follows:

EoI submission deadline = 25/01/24 (15:00)

PQQ submission deadline = 30/01/24 (15:00)

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.2) Time limit for receipt of tenders or requests to participate

Date

25 January 2024

Local time

3:00pm

IV.2.3) Estimated date of dispatch of invitations to tender or to participate to selected candidates

21 February 2024

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

English

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

- Access to the PQQ & Tender will only be granted after a potential bidder has sent an "Expression of Interest" through our Wax Digital Portal and signed an NDA (or can provide proof of an existing & relevant NDA that has been executed between our companies).
- Suppliers must submit a PQQ response by the expressed deadline in the PQQ.
- Only suppliers shortlisted at the PQQ stage will be asked to submit a full formal Tender response.
- The services will be required for:
 - > First Rail Holdings Limited and Affiliates ("FRH"); and

Affiliates being defined as "any subsidiary or holding company of FirstGroup plc and any subsidiary of any such holding company (in each case from time to time) (and the terms "subsidiary" and "holding company" shall have the meanings given to them by section 1159 Companies Act 2006).

VI.4) Procedures for review

VI.4.1) Review body

First Rail Holdings Limited

LONDON

Country

United Kingdom