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Award

Supply of software plus associated hardware and maintenance services for a digital customer information system (CIS) at WMT's railway stations

WEST MIDLANDS TRAINS LIMITED

F15: Voluntary ex ante transparency notice

Notice identifier: 2025/S 000-062949

Procurement identifier (OCID): ocds-h6vhtk-05a9bc

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Section I: Contracting authority/entity

I.1) Name and addresses

WEST MIDLANDS TRAINS LIMITED

2nd Floor St Andrew's House

London

EC4A3AG

Contact

Sidharth Narayanan

Email

sidharth.narayanan@wmtrains.co.uk

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

2024/S 000-005841

Internet address(es)

Main address

www.westmidlandsrailway.co.uk

I.6) Main activity

Railway services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supply of software plus associated hardware and maintenance services for a digital customer information system (CIS) at WMT's railway stations

II.1.2) Main CPV code

- 48500000 - Communication and multimedia software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

WMT's digital customer information system (CIS) contract with Blackbox Company (UK) Ltd (WMT 2462) ran until the 30th of September 2025. Under the existing contract, work was split into Phase 1 software and Phase 2 software- which are codependent to run a compliant CIS system. Both stage 1&2 software have been amalgamated into one software licence to cover all DCIS devices at stations. A 12 month direct award for the extension of services till 30th September 2026 will enable continuous access to the customer information systems and avoid disruption,

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £733,000

II.2) Description

II.2.2) Additional CPV code(s)

- 48500000 - Communication and multimedia software package

II.2.3) Place of performance

NUTS codes

- UKG3 - West Midlands

II.2.4) Description of the procurement

Extension of the existing services. Blackbox Company (UK) Ltd provide the Digital Customer Information System. This enhances the passenger journey, supports the frontline staff and enables better response from control rooms.

II.2.11) Information about options

Options: No

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:

WMT intend to award a contract directly to the incumbent supplier for the continued provision of the Customer Information System for a period of 12 months.

The decision is made under Regulation 50 of UCR 2016 on the grounds that competition is absent due to technical reasons.

WMT are requesting continuation of the Blackbox software only. This software is only compatible with current screens that were fitted 2024, should WMT retender and another supplier successful it will cause major disruption to service as new screens will be required to support the software.

The Blackbox system is a business critical application that underpins the delivery of real-time customer information across the network.

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

Contract No

WMT 2462 VO15

Title

Extension of contract for continued access to the CIS software

A contract/lot is awarded: Yes

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract

12 February 2024

V.2.2) Information about tenders

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Blackbox Company (UK) Ltd

6 Crowthorne House, Nine Mile Ride, Crowthorne Wokingham RG40 3GA

Wokingham

RG40 3GA

Country

United Kingdom

NUTS code

- UKJ - South East (England)

Companies House

2024/S 000-005908

The contractor/concessionaire is an SME

Yes

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

West Midlands Train Ltd

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Birmingham

B3 2ES

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