

UK-London: content management software development services

OJ S 7/2012 12/01/2012

Contract notice – utilities

Services

Directive 2004/17/EC

Section I: Contracting entity

I.1. Name and addresses

Official name: Train Information Services Limited

Postal address: 40 Bernard Street

Town: London

Postal code: WC1N 1BY

Country: United Kingdom

For the attention of: Maria Mlynarska

E-mail: maria.mlynarska@atoc.org

Telephone: +44 2078418093

Internet address(es):General address of the contracting entity: www.nationalrail.co.uk**Additional information can be obtained from:**

Official name: Train Information Services Limited

Postal address: 40 Bernard Street

Town: London

Postal code: WC1N 1BY

Country: United Kingdom

For the attention of: Maria Mlynarska

E-mail: maria.mlynarska@atoc.org

Telephone: +44 2078418093

Internet address: www.nationalrail.co.uk**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:**

Official name: Train Information Services Limited

Postal address: 40 Bernard Street

Town: London

Postal code: WC1N 1BY

Country: United Kingdom

For the attention of: Maria Mlynarska

E-mail: maria.mlynarska@atoc.org

Telephone: +44 2078418093

Internet address: www.nationalrail.co.uk**Tenders or requests to participate must be submitted:** Official name: Train Information Services Limited

Postal address: 40 Bernard Street

Town: London

Postal code: WC1N 1BY

Country: United Kingdom

For the attention of: Maria Mlynarska

E-mail: maria.mlynarska@atoc.org
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Internet address: www.nationalrail.co.uk

I.2. Main activity

Railway services

I.3. Contract award on behalf of other contracting entities

Section II: Object of the contract

II.1. Description

II.1.1. Title attributed to the contract by the contracting entity

Provision of a Content Management and Storing Solution.

II.1.2. Type of contract and place of performance or delivery

Services

Service category No 7: Computer and related services

Main site or place of performance: United Kingdom.

NUTS code UK United Kingdom

II.1.3. Information about a framework agreement or a dynamic purchasing system

The notice involves a public contract

II.1.4. Information about framework agreement

II.1.5. Short description of the contract or purchase(s)

Train Information Services Limited (TISL), trading as National Rail Enquiries, is a company wholly owned by Train Operating Companies (TOCs) responsible for providing a range of services to TOCs and their customers. The main service is the nationalrail.co.uk website providing rail journey planner, live train information and comprehensive information about the rail industry including service disruption and station facilities information, special offers and conditions of carriage. The website has on average 18mln visits per month. The static information is available on the website but also has internal version for the industry use only and is available in multiple data feeds for TISL customers to take.

The successful applicant is required to provide a content management and storing solution that is fully compatible with the existing front end design of the website using leading technology. It will also interact with the existing journey planning services and live train information currently provided on the website as well as handle multiple updates done at one time. The new system will ensure continuity of the data feeds provision as well as interact with TISL and industry provided data feeds. Applicants are expected to provide a proposal for the hosting service, however provision must be made for the service to be stored entirely or in part at a TISL chosen data centre.

The new service must be capable of handling normal daily load from users and any unexpected spikes in demand that are caused during periods of disruption on or around the rail network.

The successful supplier will be required to deliver demanding SLA metrics particularly in relation to:-

High Service Availability;

Fast page response times (performance) for static and dynamic content;

Incident management response times; and.

Change Request response times.

Applicants unfamiliar with the website can visit the following page: <http://www.nationalrail.co.uk>.

It is intended to have new service in place by end of March 2013.

Please note this notice is a revision of notice [2011/S 219-356779](#) published on 15.11.2011.

Other than the closing date for responses and the paragraphs below the previous requirements are unchanged. Respondents who have already submitted responses are not required to submit new proposals.

All respondents will be required to complete a Pre-Qualification Questionnaire (PQQ) which will be used to assist TISL in the evaluation of responses received.

TISL will send the PQQ to all previous respondents by 13.1.2012 for completion and return by them by the closing date set out in this notice.

Any new respondents to this notice must request a copy of the PQQ by email to the address provided in this notice by no later than 13th January 2012 for completion and return by them along with their response by the closing date set out in this notice.

II.1.6. CPV code(s)

72212783 Content management software development services, 72212780 System, storage and content management software development services, 72500000 Computer-related services

II.1.7. Information about the Government Procurement Agreement (GPA)

II.1.8. Information about lots

II.1.9. Information about variants

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: Any contract awarded may be extended for a further two periods each of up to 24 months in duration.

II.2.3. Information about renewals

This contract is subject to renewal: yes

Number of possible renewals: 2

II.3. Duration of the contract or time limit for completion

Duration in months: 36 (from the award of the contract)

Section III: Legal, economic, financial and technical information

III.1. Conditions related to the contract

III.1.1. Deposits and guarantees required

III.1.2. Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them

III.1.3.

Legal form to be taken by the group of economic operators to whom the contract is to be awarded

III.1.4. Contract performance conditions

The performance of the contract is subject to particular conditions: no

III.2. Conditions for participation

III.2.1. Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

III.2.2. Economic and financial ability

List and brief description of conditions: (1) All candidates will be required to provide a statement, covering the 3 previous financial years including the overall turnover of the candidate and the turnover in respect of the activities which are of a similar type to the subject matter of this notice.

(2) All candidates will be required to provide statements of accounts or extracts from those accounts relating to their business.

III.2.3. Technical and professional ability

List and brief description of conditions: (1) A statement of the candidate's average annual number of staff and managerial staff over the previous 3 years.

(2) Details of the educational and professional qualifications of their managerial staff; and those of the person(s) who would be responsible for providing the services or carrying out the work or works under the contract;

(3) A statement of the principal goods sold or services provided by the supplier or the services provider in the past 3 years, detailing the dates on which the goods were sold or the services provided; the consideration received; the identity of the person to whom the goods were sold or the services were provided.

(4) An indication of the proportion of the contract which the services provider intends possibly to subcontract.

III.2.4. Information about reserved contracts

III.3. Conditions specific to services contracts

III.3.1. Information about a particular profession

III.3.2. Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract: yes

Section IV: Procedure

IV.1. Type of procedure

IV.1.1. Type of procedure

Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures): no

IV.2. Award criteria

IV.2.1. Award criteria

The most economically advantageous tender in terms of the criteria stated in the specifications or in the invitation to tender or to negotiate

IV.2.2. Information about electronic auction

IV.3. Administrative information

IV.3.1. File reference number attributed by the contracting entity

IV.3.2. Previous publication concerning this procedure

no

IV.3.3. Conditions for obtaining specifications and additional documents (except for a DPS)

IV.3.4. Time limit for receipt of tenders or requests to participate 23.1.2012 - 12:00

IV.3.5. Languages in which tenders or requests to participate may be submitted English.

IV.3.6. Minimum time frame during which the tenderer must maintain the tender

IV.3.7. Conditions for opening of tenders

Section VI: Complementary information

VI.1. Information about recurrence

VI.2. Information about European Union funds

VI.3. Additional information

Parties interested in submitting a response to this notice may do so to the address specified in this notice by the deadline also specified. The response should be by way of a document and should briefly set out the nature and extent of the respondent's relevant experience, their understanding of the requirements and any other information considered supportive of the submission.

(MT Ref:85188).

VI.4. Procedures for review

VI.4.1. Review body

VI.4.2. Review procedure

VI.4.3. Service from which information about the review procedure may be obtained

VI.5. Date of dispatch of this notice

9.1.2012