

**United Kingdom-London: Computer-related services**  
**OJ S 34/2015 18/02/2015**  
**Contract notice – utilities**  
**Services**

**Directive 2004/17/EC**

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: Rail Settlement Plan Limited  
Postal address: 200 Aldersgate Street  
Town: London  
Postal code: EC1A 4HD  
Country: United Kingdom  
For the attention of: Mandy Sneddon  
E-mail: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org)  
Telephone: +44 2078418000

**Internet address(es):**

Address of the buyer profile: [http://www.mytenders.org/search/Search\\_AuthProfile.aspx?ID=AA0796](http://www.mytenders.org/search/Search_AuthProfile.aspx?ID=AA0796)

**Additional information can be obtained from:**

Official name: Rail settlement Plan Limited  
Postal address: 200 Aldersgate Street  
Town: London  
Postal code: EC1A 4HD  
Country: United Kingdom  
For the attention of: Mandy Sneddon  
E-mail: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org)  
Telephone: +44 2078418000

**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:** Official name: Rail Settlement Plan Limited

Postal address: 200 Aldersgate Street  
Town: London  
Postal code: EC1A 4HD  
Country: United Kingdom  
For the attention of: Mandy Sneddon  
E-mail: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org)  
Telephone: +44 2078418000

**Tenders or requests to participate must be submitted:** Official name: Rail settlement Plan Limited

Postal address: 200 Aldersgate Street  
Town: London  
Postal code: EC1A 4HD  
Country: United Kingdom  
For the attention of: Mandy Sneddon  
E-mail: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org)  
Telephone: +44 2078418000

**I.2. Main activity**

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

## Section II: Object of the contract

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### II.1. Description

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

Rail Settlement Systems Data Capture, Apportionment and Settlement Service.

#### 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)

Rail Settlement Plan (RSP) is a company owned by Train Operating Companies franchised to operate train services in Great Britain. It provides a range of largely IT based services to those operators as well as open access operators, third party providers of information and retail services including the capture of rail ticket transaction records for accurate and timely allocation and settlement of revenues.

In order to capture, apportion and settle rail ticket transactions as well as providing a full range of management information capabilities, a number of systems and services are required. RSP wishes to procure the replacement systems and services which are described in summary in this notice. The systems and services are categorised as:

- the system design, development, application management, hosting and support for the capture, validation and apportionment capabilities associated with rail ticket transaction records (the “Data Capture and Apportionment Service”);
- the system design, development, application management, hosting and support for the accounting and settlement system (the “Settlement Service”);
- the system design, development, application management, hosting and support for an apportionment factor behavioural modelling system for the allocation of through and inter-available rail ticket transactions (the “ORCATS Service”);
- the system design, development, application management, hosting and support for a data repository and reporting portal used by data owners to access industry data and pre-defined settlement reports (the “Data Warehouse Service”); and
- the system design, development, application management, hosting and support for an account maintenance portal used by settlement parties to view and request settlement account changes (the “Portal Service”).

Further detail of RSP's requirements for the Services is available in the PQQ documentation but full requirement details shall be provided in the invitation to tender made available to short-listed respondents. Respondents are invited to bid for any combination of the services set out in this notice.

The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

**II.1.6. CPV code(s)**

72500000 Computer-related services

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

**II.1.8. Information about lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

**II.1.9. Information about variants**

Variants will be accepted: yes

**II.2. Scope of the procurement**

**II.2.1. Total quantity or scope**

**II.2.2. Information about options**

Options: yes

Description of options: RSP shall have the right to extend the term of any contract awarded by up to a further 5 years. Further details will be provided in the invitation to tender documentation.

**II.2.3. Information about renewals**

This contract is subject to renewal: no

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

Duration in months: 60 (from the award of the contract)

Information about lots

Lot No: 2

Lot title: Settlement Service

**1) Short description**

The Settlement Service is required to receive and process settlement information provided by RSP systems to facilitate the fulfilment of payments to and collections from RSP's settlement parties. RSP operates a 13 period financial year with payment and invoicing occurring as frequently as daily and involving some or all settlement parties. Current settlement parties comprise 22 Train Operating Companies, 650 Third Party accounts, 50 centrally managed settlement accounts, 35 Third Party retailers, 5 500 Warrant Account Holders, 500 Travel Agents and 15 Grand Summary Travel agents. Invoices and settlement statements are required to support each settlement run and made available for access through a reporting portal provided by the Data Warehouse service.

The accounting package provided under the Settlement Service is required to receive account maintenance requests directly from RSP's secure maintenance portal as well as providing direct access through the settlement system.

RSP may outsource the day-to-day managed service activities associated with the Settlement Service. The service will be responsible for account maintenance, journal entry (both manual and system generated) and approval, settlement run approvals, service reporting and reconciliations as well as the receipt and posting of payments and bank reconciliations for each of RSP's bank accounts.

**2) CPV code(s)**

72500000 Computer-related services

**3)**

**Quantity or scope**

See Description above.

**5) Additional information about lots**

Further information will be provided in the Pre-qualification Questionnaire document. The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

Lot No: 4

Lot title: Data Warehouse Service

**1) Short description**

Access to industry data will be through direct access to a centrally stored data repository providing data extraction and query management. Confidentiality rules will apply to restrict access to data allowing only the owner or owners of the data view and extraction capabilities. It is expected that at least 500 system users will require access and this number may rise significantly.

A reporting portal will enable settlement parties to access pre-defined reports, invoices and settlement statements and is expected to be available to users on demand.

A test service mirroring the live environment will also be required which will receive data from the test Data Capture and Apportionment Service as well as other RSP systems as necessary.

**2) CPV code(s)**

72500000 Computer-related services

**3) Quantity or scope**

See Description above.

**5) Additional information about lots**

Further information will be provided in the Pre-qualification Questionnaire document. The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

Lot No: 5

Lot title: Portal Service

**1) Short description**

An account maintenance portal will be used by settlement parties to view and request settlement account changes and will be required to communicate with the Data Capture and Apportionment Service and the Settlement Service. The portal is to be made available to users on demand only.

**2) CPV code(s)**

72500000 Computer-related services

**3) Quantity or scope**

See Description above.

**5) Additional information about lots**

Further information will be provided in the Pre-qualification Questionnaire document. The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

Lot No: 3

Lot title: ORCATS Service

**1) Short description**

ORCATS is a legacy behavioural model utilising mathematical techniques to predict how rail customers behave in their choice of train services for a rail journey. ORCATS is run at each National Timetable change and generates over 4 million allocation factors that are used as a basis for sharing revenue between Train Operating Companies. Reporting capabilities providing access to both the current and archived allocation factors and opportunities to travel are required.

The ORCATS model's algorithm is to remain unchanged but its processes are to be re-engineered and re-written to utilise modern technologies and simplify reporting access.

**2) CPV code(s)**

72500000 Computer-related services

**3) Quantity or scope**

See Description above.

**5) Additional information about lots**

Further information will be provided in the Pre-qualification Questionnaire document.

The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

Lot No: 1

Lot title: Data Capture and Apportionment Service

**1) Short description**

The system will be required to provide a 24/7 availability service to collect and validate over 2 million daily sales transactions provided from over 11 000 ticket devices for train ticket sales purchased via the web, as smart-cards, at station ticket offices or on train and apportion the associated revenues at the time of receipt using any combination of the 4 million available apportionment factors to each of the 22 train operators and over 1 200 third party suppliers. Daily peak data capture loading and apportionment is expected to be during the hours of 20:00 to 03:00 during each 24 hour window.

Reference data and manually created apportionment factors will be subject to a work flow approval process and applied within the system using a rule based approach to apportion annual ticket sales of over 7.7 billion GBP. Captured and apportioned data will be provided to a central reporting repository provided by the Data Warehouse service for browsing and data extraction.

A test service mirroring the live environment will be required for access by RSP, ticket issuing system suppliers, third party retailers and train operators to enable users to test compliance of future ticket issuing systems and versions thereof against RSP standards and processes.

RSP may outsource the day-to-day managed service activities associated with the Data Capture and Apportionment Service. To support users of the live and test Data Capture and Apportionment Service, a managed service function will be required Monday to Friday inclusive between the hours of 08:00 and 18:00 to provide service desk support, user and ticket issuing system account maintenance, the input and approval of centrally maintained reference data, the management of rules and apportionment factors, data monitoring and review activities as well as the manual data correction of any rejected ticket issuing system data.

**2) CPV code(s)**

72500000 Computer-related services

**3)**

## **Quantity or scope**

See Description above.

### **5) Additional information about lots**

Further information will be provided in the Pre-qualification Questionnaire document.  
The duration of any contract awarded under this notice would be 60 months from the introduction into live service (go live) of the specified service.

## **Section III: Legal, economic, financial and technical information**

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### **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**

Details to be provided in invitation to tender documentation.

#### **III.1.3. Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

Details to be provided in invitation to tender documentation.

#### **III.1.4. Contract performance conditions**

The performance of the contract is subject to particular conditions: yes

Description of particular conditions: Details to be provided in invitation to tender documentation.

### **III.2. Conditions for participation**

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

List and brief description of conditions: Details to be provided in the Pre-qualification Questionnaire.

#### **III.2.2. Economic and financial ability**

List and brief description of conditions: Details to be provided in the Pre-qualification Questionnaire.

#### **III.2.3. Technical and professional ability**

List and brief description of conditions: Details to be provided in the Pre-qualification Questionnaire.

#### **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**

## **Section IV: Procedure**

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### **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**

### **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** 1.4.2015 - 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**

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### **VI.1. Information about recurrence**

### **VI.2. Information about European Union funds**

### **VI.3. Additional information**

If you are able to deliver the requirements set out in this notice and wish to be considered by RSP to participate in the procurement process for the Services please contact RSP at the following email address: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org) You will be sent and be required to complete a Pre-Qualification Questionnaire (PQQ) which must be returned to RSP no later than the closing date of this notice. Only respondents who have submitted a completed PQQ along with their response to this notice will be considered by RSP to take part in the procurement. Your response should clearly state which of the Services you wish to be considered for.

RSP will limit the number of respondents to a maximum of ten respondents per Lot.  
(MT Ref:148770).

### **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**

13.2.2015