

**United Kingdom-London: Computer-related services**  
**OJ S 86/2016 03/05/2016**  
**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 2078418099

**Internet address(es):**

Electronic access to information: <http://dcas.procurement.atocrsp.org>

**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 2078418099

**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

E-mail: [rsp.procurement@atoc.org](mailto:rsp.procurement@atoc.org)

Telephone: +44 2078418099

**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)

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**I.2. Main activity**

Railway services

### 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

TMC Data Processing 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: Nationwide.

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.

RSP wishes to procure a replacement data processing service to capture and validate Travel Management Company (TMC) refunds that are not captured electronically at source and to process refunds associated with ATOC's 'Mystery Shopper' exercise. The replacement service will provide the system design, development, application management, hosting and support for the refund processing services.

Further detail of RSP's requirements for the Service is available in the PQQ documentation but full requirement details shall be provided in the invitation to tender made available to short-listed respondents.

Travel Agent Refund Service:

Where a ticket sold by a TMC is wholly or partially unused a refund may be claimed on the unused portion of the ticket. Refunds that are not processed at source by the TMC's ticket issuing systems will be made available to a data processing service. The data processing service will be required to validate the refunds submitted for processing using an agreed set of rules with any refunds failing validation not being processed but returned to the sender by secure mail. Validated refunds are processed using information available from each refund's supporting documentation and the actual tickets submitted for refund. The data processing service shall be required to generate output in the agreed format for onward distribution and processing by RSP's data capture and settlement services. The data processing service shall be required to process up to 400 000 TMC Refunds per annum although the volumes are expected to reduce significantly over time as more refunds are processed at source.

Mystery Shopper Refunds:

Tickets purchased under ATOC's Mystery Shopper process are submitted for refund to the data processing service. The data processing service shall be required to process refunds received using information available from each refund's supporting documentation and the actual tickets submitted for refund — no pre-validation is required on the refunds. The data

processing service shall be required to generate output in the agreed format for onward distribution and processing by RSP's data capture and settlement services. The data processing service will be required to process up to 2 750 Refunds per annum with the refunds provided for processing during early Autumn.

**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**

**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 be entitled to extend the term of any contract awarded by up to a further 2 periods each of 2 years in duration.

Provisional timetable for recourse to these options:  
in months: 3 (from the award of the contract)

**II.2.3. Information about renewals**

This contract is subject to renewal: yes

Number of possible renewals: 1

**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**

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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**

**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 evidence of relevant professional risk indemnity insurance.

(2) 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.

(3) 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) 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.

(3) A check may be carried out by the contracting authority or by a competent official body of the State in which the candidate is established, to verify the technical capacity of the candidate; and if relevant, on the candidates study and research facilities and quality control measures.

(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**

## **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**

31.5.2016 - 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 Service 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. The PQQ and the documents referred to in this notice will be available on the RSP website referred to in this notice the password for which will be available upon request from RSP via the stated email address.

(MT Ref:174629).

**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**

28.4.2016