

UK-London: computer-related services
OJ S 105/2012 05/06/2012
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

Contact person: National Rail Enquiries

For the attention of: Gary Ashby

E-mail: gary.ashby@atoc.org

Telephone: +44 7974086615

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

Contact person: National Rail Enquiries

For the attention of: Gary Ashby

E-mail: gary.ashby@atoc.org

Telephone: +44 7974086615

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

Contact person: National Rail Enquiries

For the attention of: Gary Ashby

E-mail: gary.ashby@atoc.org

Telephone: +44 7974086615

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

Contact person: National Rail Enquiries
For the attention of: Gary Ashby
E-mail: gary.ashby@atoc.org
Telephone: +44 7974086615
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 Service Management and Hosting Services for National Rail Enquiries.

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 (NRE), is a company wholly owned by Train Operating Companies (TOCs) operating within the Association of Train Operating Companies (ATOC) responsible for providing a range of services to TOCs and their customers. The main service is the nationalrail.co.uk online service 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 service receives on average 19mln visits per month across the web and mobile channels with significant short-term peaks driven by travel disruption. Usage of the service is growing with the introduction of dedicated mobile website and smart-phone apps. It is supported by the Online Journey Planner (OJP) and 'Darwin' applications.

'Darwin' is the source of information that feeds all of NRE's real time services, providing predictions and actual train movements across the National Rail network in real time. OJP allows users to find the best journey options between any two National Rail locations, based on complex network rules.

In addition, NRE provides other online services, including the 'Lisa' real-time virtual assistant, 'Stations Made Easy', online TV, mobile services and supports a wide-range of web-services and 'white-label' online solutions for partner organisations. NRE's current estate comprises approximately 200 physical servers provided by dedicated managed hosting solutions. These provide web, application and database hosting.

The current services are typically configured as 'active/active' across dual data centres and operate to stringent availability criteria (99.99 % availability) and user response times.

National Rail Enquires aims to procure:

Agile, commodity hosting that is capable of supporting its full range of high volume customer-facing online applications; and.

Service integration and management of NRE's consolidated hosting estate, including a single point of contact service desk to industry users and third party licencees of its services.

Respondents may submit bids in respect of one or both of the Lots stated in this notice.

The successful supplier will be required to deliver services to a rigorous service level and service credit regime and will be required to demonstrate experience of operating under a similar regime.

NRE envisages that delivery of the majority of the initial requirements will be completed by the successful tenderer(s) prior to the 1.1.2013 with a go-live prior to the 1.4.2013 in order to support the initial application's transition to live. Thereafter as National Rail Enquiries' various application contracts are renewed over an expected six to eight month period, they will be moved to the new infrastructure.

The services may also be used to include the hosting needs of other parts of ATOC.

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

II.2. Scope of the procurement

II.2.1. Total quantity or scope

II.2.2. Information about options

Options: yes

Description of options: The initial length of the contract shall be 3 years, with an option to extend on an annual basis for the following three subsequent years (3+1+1+1).

TISL shall have the option to terminate any contract awarded after the first 18 months from the commencement date of the service.

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: 36 (from the award of the contract)

Information about lots

Lot No: 1

Lot title: Provision of Service Integration and Management

1) Short description

Service Integration and Management (SIAM).

2) CPV code(s)

72500000 Computer-related services

3)

Quantity or scope

Service integration and management of NRE's consolidated hosting estate, including a single point of contact service desk to industry users and third party licencees of its services.

Specifically the SIAM supplier will provide:

Service Integration: Provide on-going and ad-hoc support to NRE for activities including assessment and design of commodity hosting solutions, transition support, testing and verification of services and insight to ensure NRE maintain the most effective and efficient hosting arrangements; and.

Service Management: Provide a single point of contact service desk for NRE online services, overall incident management to accepted industry standards, and working with other NRE suppliers to ensure incident resolution.

The supplier will be required to work with existing and new NRE service providers for both the integration of new services and incident resolution as necessary.

4) Indication about different time frame or duration

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

Lot No: 2

Lot title: Hosting Provision Service

1) Short description

Hosting Provision.

2) CPV code(s)

72500000 Computer-related services

3) Quantity or scope

The provision of the most appropriate hosting provision for the online and electronic services as defined by NRE. The hosting provision will make the best use of agile and commodity hosting arrangements that are capable of supporting its full range of high volume customer-facing online applications. NRE's hosting requirements require robust, elastic and flexible web hosting, intensive, dynamic computing and processing and large-scale database management. The hosting provision will be flexible and extendable to support additional applications and services as defined by NRE. It is expected that this will be based on transparent, commodity based pricing, exploiting 'pay by use' where appropriate to provide the most cost efficient service.

4) Indication about different time frame or duration

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 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.

(2) 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.

(3) 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

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

25.6.2012 - 16:00

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

NRE is seeking suppliers who share its aims of innovative, commodity solutions to achieve agility and elasticity of service provision, ensuring solutions scale intelligently to meet its customers' expectations of availability and service at the lowest cost driven by usage. Throughout the contract suppliers should seek to offer innovation and the best value services from the market.

NRE requires suppliers with a strong record of delivering commodity based hosting services for high volume websites and/or providing knowledgeable single point of contact service management and hosting integration services. They should be able to deploy a team led by senior personnel that demonstrates an appropriate skill set, an ability to work with other systems integrators, a proven track record of service delivery and offers excellent value for money.

Respondents will be expected to evidence in their response to this notice the following: significant experience of large-scale, complex online hosting provision and /or service management; experience of commodity hosting / Infrastructure as a Service provision for significant online public facing services; and access to the necessary resources, experience and expertise to meet NREs stated need.

Suppliers selected for Invitation to Tender (ITT) at the conclusion of this prequalification exercise will have the opportunity to tender for one or both of the services described in this notice.

In the event that NRE receives a greater level of response than expected NRE may, prior to issue of any tender documents, require respondents to this notice to complete a Pre-Qualification Questionnaire in order to produce a shortlist of suitable candidates.

(MT Ref:89031).

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

31.5.2012

