

**United Kingdom-London: Software supply services**  
**OJ S 226/2014 22/11/2014**  
**Contract notice – utilities**  
**Services**

**Directive 2004/17/EC**

**Section I: Contracting entity**

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**I.1. Name and addresses**

Official name: Go-Ahead Holding Ltd  
Postal address: 4 Matthew Parker Street  
Town: London  
Postal code: SW1H 9NP  
Country: United Kingdom  
For the attention of: Sharon Colley  
E-mail: [sharon.colley@go-ahead.com](mailto:sharon.colley@go-ahead.com)

**Internet address(es):**

General address of the contracting entity: <http://www.go-ahead.com>

**Additional information can be obtained from:**

the abovementioned address

**Specifications and additional documents (including documents for a dynamic purchasing system) can be obtained from:** the abovementioned address

**Tenders or requests to participate must be submitted:** the abovementioned address

**I.2. Main activity**

Railway services

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

The contracting entity is purchasing on behalf of other contracting entities: yes

Official name: Govia Thameslink Railway Limited  
Postal address: 3rd Floor, 41-51 Grey Street, Newcastle-upon-Tyne  
Town: Newcastle  
Postal code: NE1 6EE  
Country: United Kingdom  
Official name: London and South Eastern Railway Limited  
Postal address: 3rd Floor, 41-51 Grey Street, Newcastle-upon-Tyne  
Town: Newcastle  
Postal code: NE1 6EE  
Country: United Kingdom  
Official name: London and Birmingham Railway Limited  
Postal address: 3rd Floor, 41-51 Grey Street, Newcastle-upon-Tyne  
Town: Newcastle  
Postal code: NE1 6EE  
Country: United Kingdom

**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**

The Provision of a Payment Gateway and Counter-Fraud Services for Ticket Purchasing.

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

Services

Service category No 27: Other services

Main site or place of performance: 4 Matthew Parker Street, London, SW1H 9NP.

NUTS code UKI London

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

The procurement involves the establishment of a framework agreement

**II.1.4. Information about framework agreement**

Framework agreement with several operators

Maximum number Envisaged maximum number of participants to the framework agreement  
: 3

**Duration of the framework agreement**

Duration in months: 60

**Estimated total value of purchases for the entire duration of the framework agreement**

Estimated value excluding VAT

Range: between 1 000 000 and 1 600 000 GBP

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

The Go-Ahead Group requires a payment services provider to supply payment gateway and counter fraud services for their online retail requirements. The Go-Ahead Group has a Joint Venture company called On Track Retail Ltd who may be the contracting entity for the Rail Services. There is an option to include a similar service for the Go-Ahead's Bus Division which is not part of On Track Retail Ltd and would be a direct agreement with Go-Ahead. The contract duration of 60 months includes a core 36 month contract with a 2 year option to extend subject to Go-Ahead's discretion.

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

72268000 Software supply 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 all 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**

Estimated value excluding VAT

Range: between 1 000 000 and 1 600 000 GBP

**II.2.2. Information about options**

Options: yes

Description of options: The tender is currently for the Go-Ahead's Rail franchises. There may be an option to include the Bus divisions/beneficiaries.

### **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: 1

Lot title: Payment Transaction — Price per Transaction

#### **1) Short description**

The Lot structure requires a price per transaction as well as volume price discounts.

#### **2) CPV code(s)**

72268000 Software supply services

Lot No: 2

Lot title: Counter-Fraud Service

#### **2) CPV code(s)**

72268000 Software supply services

## **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**

Information to be provided in the ITT.

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

Information to be provided in the ITT.

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

Information to be provided in the ITT.

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

### **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: Suppliers to express an interest by email to the person whose contact details are provided in section I.1 by the expiry date of this notice.

A Pre-Qualification Questionnaire (PQQ) will be issued to those who have expressed an interest.

The PQQ will be available for completion and submission on an electronic platform called IASTA.

Details of login and password will be provided at the time of receiving the PQQ.

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

List and brief description of conditions: Suppliers to express an interest by email to the person whose contact details are provided in section I.1 by the expiry date of this notice.

A Pre-Qualification Questionnaire (PQQ) will be issued to those who have expressed an interest.

The PQQ will be available for completion and submission on an electronic platform called IASTA.

Details of login and password will be provided at the time of receiving the PQQ.

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

List and brief description of conditions: Suppliers to express an interest by email to the person whose contact details are provided in section I.1 by the expiry date of this notice.

A Pre-Qualification Questionnaire (PQQ) will be issued to those who have expressed an interest.

The PQQ will be available for completion and submission on an electronic platform called IASTA.

Details of login and password will be provided at the time of receiving the PQQ.

### **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

### **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**

An electronic auction will be used: no

### **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)

Time limit for receipt of requests for documents or for accessing documents: 3.12.2014 - 12:00

#### **IV.3.4. Time limit for receipt of tenders or requests to participate**

4.12.2014 - 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**

#### **VI.4. Procedures for review**

##### **VI.4.1. Review body**

##### **VI.4.2. Review procedure**

Precise information on deadline(s) for review procedures: 'The Utility will incorporate a standstill period at the point information on the award of the contract is communicated to tenderers. That notification will provide full information on the award decision. The standstill period, which will be for a minimum period of 10 calendar days, provides time for unsuccessful tenderers to challenge the award decision before a contract is entered into. The Utilities Regulations 2006 (SI 2006/6) provide for aggrieved parties who have been harmed or are at risk of harm by a breach of the Regulations to take action in the High Court (England, Wales and Northern Ireland)'.

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

##### **VI.5. Date of dispatch of this notice**

20.11.2014