

United Kingdom-York: IT services: consulting, software development, Internet and support
OJ S 203/2018 20/10/2018
Contract notice – utilities
Services

Legal Basis:

Directive 2014/25/EU

Section I: Contracting entity

I.1. Name and addresses

Official name: London North Eastern Railway
National registration number: 04659712
Postal address: East Coast House, 25 Skeldergate
Town: York
NUTS code: UKE2 North Yorkshire
Postal code: YO1 6DH
Country: United Kingdom
Contact person: Dave Edwards
E-mail: Tenders@LNER.co.uk
Internet address(es):
Main address: www.LNER.co.uk
Address of the buyer profile: <https://www.lner.co.uk>

I.3. Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at: www.LNER.co.uk
Additional information can be obtained from the abovementioned address
Tenders or requests to participate must be submitted to the abovementioned address

I.6. Main activity

Railway services

Section II: Object

II.1. Scope of the procurement

II.1.1. Title

Travel Centre Ticket Issuing System

II.1.2. Main CPV code

72000000 IT services: consulting, software development, Internet and support

II.1.3. Type of contract

Services

II.1.4. Short description

We are looking to introduce a Ticket issuing system that is built into a robust platform, Is intuitive to use and giving accurate clear information to the user.

This must be capable of being used behind a counter in a travel centre and on a mobile device around the station, the solution must be future proof and adaptable to industry wide development's and changes to key systems.

It must also have the potential to achieve efficiencies to lower the cost of sale and support increases In the NAS scores.

The minimum day one requirement is for a well developed off the shelf solution that is compliant with Rail Industry standards and accredited.

We acknowledge there may be limitations against our requirements in what is readily available in the market but will put emphasis in selecting a system that is accompanied by a compelling roadmap.

II.1.5. Estimated total value

II.1.6. Information about lots

This contract is divided into lots: no

II.2. Description

II.2.3. Place of performance

NUTS code: UK United Kingdom

Main site or place of performance: At LNER Travel centres along the East Coast Mainline rail route.

II.2.4. Description of the procurement

Retailing at rail stations has changed over the last several years. There has been a substantial channel shift to web and self-service sales, though a need to have operator led retailing systems remains.

While retail sales over the counter are declining, the need to support after sales has risen.

Customers usually call into a Travel Centre to book more complex journeys or to query tickets they may have purchased through another channel.

Cost of sale at Travel Centres is one of the highest of all the retailing channels, therefore, it is critical to have a TIS that is intuitive and can retail all existing types of tickets and journeys quickly and efficiently.

We are looking for a solution that's scalable, and can cope with evolution in user requirements. There are a number of changes underway or in planning which represent challenges and opportunities for the business and for any successful TIS supplier to consider in their response to this ITT.

(a) The rail industry is undergoing a major central systems modernisation programme; within this the most significant are the replacement of the Fares System (completed in September 2017) and the replacement of the Reservations System (formerly NRS, aimed to be complete at some point in 2020, also known as RARS- Rail Availability and Reservation System). Also, the anticipated upgrade of Lennon. This replacement of legacy systems with up to date dynamic, flexible and open systems will afford operators much more flexibility and commercial opportunity and unleash potential which to date may have been restricted.

(b) LNER is undergoing major transformation of all retail systems. A new on-board system was introduced in December 2016, a new fleet of Ticket Vending Machines (TVMs) in March 2017 and a new website and app in the summer of 2017. These are all linked to a "Central Booking Engine" (CBE).

(c) LNER are considering potential changes in the way we retail at stations.

(d) LNER has introduced a sophisticated CEM (Customer Experience Management) system which means we can truly personalise the service and information to our customers.

(e) LNER is introducing a brand new fleet of Hitachi Class 800 Trains (Azuma) in the near future. These have 20 % more seats than the current trains and come in different variants (9 car, 5 car). This, combined with planned expansion to the timetable between 2019 and 2021 will introduce new destinations, increase frequency on key routes and reduce journey time. This roll out will be phased, meaning regular timetable updates and lots of queries from customers who may want to travel on the new trains.

London North Eastern Railway's goal is to maintain the ability for operator led retailing at Travel Centres but be innovative about how to deliver this.

The new Ticket Issuing System should enable our Travel Centre Teams to provide an excellent service to customers behind a counter in a Travel Centre or out and about around the station; built into a robust, intuitive platform it should allow for efficient retailing, provision of accurate information and advice, and effective tools to support customers' ticketing queries.

Our concept of the new TIS looks like this:

- capable of being used behind a counter in a Travel Centre and as a mobile device around the station,
- intuitive to use and giving clear information to the user,
- future proof and adaptable to industry wide developments and changes to key systems e.g. new reservation system,
- bringing cost efficiencies to lower the cost of sale and support increase in NAS.

II.2.5. Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6. Estimated value

Value excluding VAT: 2 300 000,00 GBP

II.2.7. Duration of the contract, framework agreement or dynamic purchasing system

Start: 01/10/2019 End: 30/09/2022

This contract is subject to renewal: yes

Description of renewals:

With the option to extend for two further periods of 12 months.

II.2.9. Information about the limits on the number of candidates to be invited

Envisaged minimum number: 3 Maximum number: 6 Objective criteria for choosing the limited number of candidates:

Via the PQQ document.

II.2.10. Information about variants

Variants will be accepted: no

II.2.11. Information about options

Options: no

II.2.13. Information about European Union funds

The procurement is related to a project and/or programme financed by European Union funds: no

II.2.14. Additional information

To obtain all tendering information email Tenders@LNER.co.uk

Section III: Legal, economic, financial and technical information

III.1. Conditions for participation

III.1.2. Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3. Technical and professional ability

Selection criteria as stated in the procurement documents

III.2. Conditions related to the contract

III.2.3. 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

Section IV: Procedure

IV.1. Description

IV.1.1. Type of procedure

Negotiated procedure with prior call for competition

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

IV.1.8. Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: no

IV.2. Administrative information

IV.2.2. Time limit for receipt of tenders or requests to participate

Date: 19/11/2018 Local time: 13:00

IV.2.3. Estimated date of dispatch of invitations to tender or to participate to selected candidates

Date: 27/11/2018

IV.2.4. Languages in which tenders or requests to participate may be submitted

English

Section VI: Complementary information

VI.1. Information about recurrence

This is a recurrent procurement: no

VI.3. Additional information

VI.4. Procedures for review

VI.4.1. Review body

Official name: London North Eastern Railway

Postal address: East Coast House, 25 Skeldergate

Town: York

Postal code: YO60 7RZ

Country: United Kingdom

E-mail: Tenders@LNER.co.uk

Internet address: www.LNER.co.uk

VI.5. Date of dispatch of this notice
18/10/2018