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Contract

Ferry Booking and Ticketing Software

CalMac Ferries Limited

F03: Contract award notice

Notice identifier: 2021/S 000-003990

Procurement identifier (OCID): ocds-h6vhtk-0296fe

Published 1 March 2021, 10:08am

Section I: Contracting authority

I.1) Name and addresses

CalMac Ferries Limited

Ferry Terminal

Gourock

PA19 1QP

Contact

Mike Belton

Email

mike.belton@calmac.co.uk

Telephone

+44 1475650138

Country

United Kingdom

NUTS code

UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Internet address(es)

Main address

<http://www.calmac.co.uk>

Buyer's address

https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA10923

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Ferry Company

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Ferry Booking and Ticketing Software

Reference number

ITSW20-001

II.1.2) Main CPV code

- 72212100 - Industry specific software development services

II.1.3) Type of contract

Services

II.1.4) Short description

CalMac is seeking to appoint a provider of Ferry Booking and Ticketing software.

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems
- 48100000 - Industry specific software package

II.2.3) Place of performance

NUTS codes

- UKM83 - Inverclyde, East Renfrewshire and Renfrewshire

Main site or place of performance

Gourock, Inverclyde

II.2.4) Description of the procurement

CalMac Ferries Limited (CFL) is one of the largest transport operators in Scotland, operating 33 ferries and 53 ports, harbours and slipways on behalf of the Scottish Government under the Clyde and Hebrides Ferry Services (CHFS) contract.

CFL's Minimum Requirement is for modern, packaged, commercial, off the shelf and market-proven ferry booking and ticketing software. End of Minimum Requirement.

This Procurement

Central to CFL's requirement is software which:

1. Will make buying CalMac travel easy

2. Will sell CFL travel and related products to domestic, commercial (including freight) and tourist customers
3. Will offer electronic ticketing, and the capability to integrate with external ticket fulfilment solutions
4. Requires zero or minimal development effort to satisfy CFL's required outcomes
5. Can be supported through implementation services including configuration, training and integration with CFL's payment services provider
6. Can be implemented in collaboration with CFL to achieve go-live within 12 months or less, following contract award. Note that suppliers will be expected to collaborate with CFL to determine an effective implementation approach during procurement
7. Offers proven, open interfaces to allow integration with customer sales and service devices, payment services and internal and external business systems and services

Contract

The contract for this service will be let for an initial four-year duration, which will include an implementation period and a period of live running, followed by four, auto-renewed periods of 12 months, each of which is at CFL's option. In advance of each renewal, CFL may elect not to renew at 12 months notice. The total contract duration is eight years.

CFL will contract with the most economically advantageous bidder, and the resultant contract will be available for novation to any subsequent operator of the CHFS contract on the same terms as if it continued to be applied to CFL.

It is intended that the contract could be applied for the benefit of CFL's parent company, David MacBrayne Limited (DML), DML subsidiaries or any other entities formed by DML.

The Contract Principles document appointing CFL's chosen supplier will be provided during the ESPD stage for information only. Bidders selected to take part in the ITT will be able to comment on the Contract Principles document and this section of the ITT will be scored. A copy of the Contract Principles document will be provided in the supplier attachment area of PCS Tender portal prior to ESPD submission date.

Information

A link to a video produced by CFL will be made available via the PCS-Tender portal messaging system. The aim of this video is to explain the importance of the European Single Procurement Document (ESPD) scored questions, and how CFL will use the ESPD procedure to limit the number of organisations being invited to Tender to three (3)

organisations only. A summary of key findings from CFL premarket engagement will also be provided.

Whilst suppliers may find the video informative, nothing communicated in the video is binding on CFL unless confirmed in writing in the procurement documents (the Contract Notice, the ESPD, and tender documentation which will be made available in due course) or through PCS-Tender. To the extent that anything in the procurement documents contradicts statements made during any premarket engagement, the procurement documents shall take precedence.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: Yes

Description of options

During the ITT stage, Bidders may suggest added value features for discussion during negotiation. Any additional features deemed to enhance the offer shall be subject to the evaluation criteria following the call for final offers.

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

The estimated Contract Value excluding VAT range is 3,000,000 to 9,000,000 GBP.

Economic operators may be excluded from this competition if they are in any of the situations referred to in Regulation 58 of the Public Contracts (Scotland) Regulations 2015. CFL reserves the right to award additional services in accordance with regulation 33(8) of the Public Contracts (Scotland) Regulations 2015.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Competitive procedure with negotiation

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2020/S 087-209411](#)

Section V. Award of contract

Contract No

ITSW20-001

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

CFL reserves the right to Down Select to two Bidders once the first submission within the ITT has been scored with only the two highest scoring Tenderers being invited to negotiate.

“CFL’s general conditions of the procurement will be published in the ITT. In the meantime Economic Operators should note that the conditions of the procurement include

(but are not limited to) the following:

- The eligibility requirements in this Contract Notice will apply to the procurement at all times. Economic Operators may be excluded from this competition if the Economic Operator no longer meets the selection criteria set out in the Contract Notice at any stage during the competition and/or there is a change in identity, control, financial standing or other factor impacting on the selection process affecting the Economic Operator;
- CFL is subject to the requirements of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Accordingly, all information submitted to CFL may need to be disclosed and/or published by it in response to a request under FOISA or the EIRs; and
- Economic Operators will remain responsible for all costs and expenses incurred by them in connection with this competition, with the explicit exception of a request by CalMac to provide validation of software within a simulated environment (see below). CFL will not be liable to reimburse or compensate any costs incurred in connection with an Economic Operator's participation in this competition, including any costs or other liability in respect of the cancellation of the process."

The award criteria questions and weightings will be published in the ITT. Bidders will be expected to demonstrate Software capability. CFL reserves the right not to award a contract pursuant to this procurement and to cancel the procurement at any point without liability.

Award criteria scoring will be the following:

0 Unacceptable; 25 Poor; 50 Acceptable; 75 Good; 100 Excellent. Full definitions of the scoring are provided in the ITT.

Bidders should note that CFL intends to ask security and control related award questions at the ITT stage, these questions form a small part within a broader question base. These ITT questions shall be grouped as either belonging to mandatory Pass/Fail type questions or questions which shall be scored and weighted.

Where a supplier has been assessed to have failed a Pass/Fail question their tender submission shall be deemed non-compliant and excluded from that point forward within the ITT process. For information only, CFL have provided copies of their ICT security and control standards within the supplier attachment area of this ESPD.

The buyer reserves the right to fully validate a Tender response following the first submission of Tenders and before Contract award. This validation may include requesting further reference contact and visibility of the software in a live environment, as well as in a simulated environment. and within a simulated environment. Where validation on

simulated environment is requested financial support may be provided to Bidder(s) as agreed during negotiation.

The buyer is using PCS-Tender to conduct this ESPD exercise.

For more information see:

<http://www.publiccontractsscotland.gov.uk/info/InfoCentre.aspx?ID=2343>

The Contracting Authority does not intend to include any community benefit requirements in this contract for the following reason:

A Community Benefit (CB) clause has not been included within the ITT documents as a clause is considered not to be relative and /or proportionate to the nature of the service to be required.

When responding to scored questions within the Technical Envelope of the ESPD, Economic Operators are asked to provide a response for each question using between 300 and 500 words.

(SC Ref:645794)

VI.4) Procedures for review

VI.4.1) Review body

Greenock Sheriff Court

1 Nelson St

Greenock

PA15 1TR

Telephone

+44 1475787073

Country

United Kingdom