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Tender

## **The Provision of On Line Ticketing (WebTis) and associated Apps and PAYG (pay as you go) services**

GOVIA THAMESLINK RAILWAY LIMITED

F05: Contract notice – utilities

Notice identifier: 2024/S 000-004514

Procurement identifier (OCID): ocids-h6vhtk-043907

Published 9 February 2024, 4:38pm

### **Section I: Contracting entity**

#### **I.1) Name and addresses**

GOVIA THAMESLINK RAILWAY LIMITED

24 Monument Street

LONDON

EC3R8AJ

#### **Contact**

Ruth Couper

#### **Email**

[ruth.couper@gtrailway.com](mailto:ruth.couper@gtrailway.com)

#### **Country**

United Kingdom

#### **Region code**

UKJ - South East (England)

**Companies House**

07934306

**Internet address(es)**

Main address

<https://gtrailway.com/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.delta-esourcing.com](http://www.delta-esourcing.com)

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

[www.delta-esourcing.com](http://www.delta-esourcing.com)

**I.6) Main activity**

Railway services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of On Line Ticketing (WebTis) and associated Apps and PAYG (pay as you go) services

Reference number

GTR0552

#### **II.1.2) Main CPV code**

- 72210000 - Programming services of packaged software products

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

This tender comprises of two (2) Lots.

LOT 1 - A Web Ticketing "WebTIS" (desktop, mobile web & app) solution aligned to current and future customer retail behaviour. Functionality to include:

- A front-end customer app to deliver new ticketing products to the customer with capability to retail the latest digital barcode rail tickets.
- A UK Railway Industry compliant Rail Delivery Group accredited back-office system including financial processing via Lennon (either currently accredited or with realistic plans to become so).
- An accessibility compliant product suite to rail industry standards
- Full accreditation and compliance with UK Rail Retailing Standards (where applicable)
- Integration with a PAYG Solution (LOT 2).

To access Lot 1:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./6U4S789QTU](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./6U4S789QTU)

LOT 2 - Pay As You Go Solution that will integrate with a WebTIS solution (LOT 1) with multi token functionality with the ability to be fulfilled by mobile App.

To access Lot 2:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./9434UKJ5GR](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./9434UKJ5GR)

### **II.1.5) Estimated total value**

Value excluding VAT: £8,104,276

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

Tenders may be submitted for all lots

## **II.2) Description**

### **II.2.1) Title**

The Provision of Web Ticketing "WebTIS" (desktop, mobile web & app)

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 72212000 - Programming services of application software

### **II.2.3) Place of performance**

NUTS codes

- UKJ - South East (England)

### **II.2.4) Description of the procurement**

A WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behaviour

- A front-end customer app
- Functionality to deliver new ticketing products to the Customer

- Capability to retail the latest digital barcode rail tickets
- A UK Railway Industry compliant Rail Delivery Group accredited back-office system including financial processing via Lennon (either currently accredited or with realistic plans to become so)
- An accessibility compliant product suite to rail industry standards
- Full accreditation and compliance with UK Rail Retailing Standards (where applicable)
- Integration with a PAYG Solution (LOT 2)

#### **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: £7,362,212

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Optional extension for up to 12 months

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Optional extension for up to 12 months

#### **II.2.14) Additional information**

Access to Lot 1:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./6U4S789QTU](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./6U4S789QTU)

### **II.2) Description**

#### **II.2.1) Title**

The Provision of a PAYG (Pay As You Go) Solution

Lot No

2

#### **II.2.2) Additional CPV code(s)**

- 72210000 - Programming services of packaged software products

#### **II.2.3) Place of performance**

NUTS codes

- UKJ - South East (England)

#### **II.2.4) Description of the procurement**

Provision of a PAYG (Pay As You Go) Solution, including ability to support functionality through required integrations.

#### **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: £742,064

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

Duration in months

36

This contract is subject to renewal

Yes

Description of renewals

Optional extension for up to 12 months

#### **II.2.10) Information about variants**

Variants will be accepted: No

#### **II.2.11) Information about options**

Options: Yes

Description of options

Optional extension for up to 12 months

#### **II.2.14) Additional information**

Access to Lot 2:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./9434UKJ5GR](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./9434UKJ5GR)

## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

Negotiated procedure with prior call for competition

#### **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

5 March 2024

Local time

12:00pm

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

English

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## **Section VI. Complementary information**

### **VI.1) Information about recurrence**

This is a recurrent procurement: No

### **VI.3) Additional information**

Please note, there are 2 lots for this tender, please use the relevant links below for each lot:

Lot 1:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./6U4S789QTU](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./6U4S789QTU)

Lot 2:

[https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-\(POS\)-software-package./9434UKJ5GR](https://www.delta-esourcing.com/tenders/UK-UK-London:-Point-of-sale-(POS)-software-package./9434UKJ5GR)

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

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

High Court of England and Wales

London

Country

United Kingdom