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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

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.delta-esourcing.com

I.6) Main activity

Railway services

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

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