

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/004855-2023>

Contract

## **Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services**

Smart Applications Management Limited

F03: Contract award notice

Notice identifier: 2023/S 000-004855

Procurement identifier (OCID): ocds-h6vhtk-036209

Published 17 February 2023, 10:33am

### **Section I: Contracting authority**

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

Smart Applications Management Limited

2nd Floor, Cobourg House, 32 Mayflower Street

PLYMOUTH

PL11QX

#### **Contact**

Andrew Seedhouse

#### **Email**

[andrew.seedhouse@talktosam.co.uk](mailto:andrew.seedhouse@talktosam.co.uk)

#### **Telephone**

+44 7807043222

**Country**

United Kingdom

**Region code**

UKK41 - Plymouth

**Companies House**

South West Smart Applications Ltd

**Internet address(es)**

Main address

[WWW.TALKTOSAM.CO.UK](http://WWW.TALKTOSAM.CO.UK)

**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

Smart and integrated ticketing solutions and wider applications for transportation networks transport services

---

## **Section II: Object**

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

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

Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services

Reference number

SAM 003: NMPH Framework 3

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

- 30200000 - Computer equipment and supplies

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

Supplies

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

Smart Applications Management Limited (SAM) is the trading name of South West Smart Applications Limited, a Membership based central purchasing body, which owns and runs the National Mobilities Procurement Hub for its Members.

This Framework is seeking the provision of ITSO Card Bureau Services, Blank ITSO Smartcards, and ITSO Card Printing and Encoding Equipment for concessionary and commercial passenger transport services, and their ancillary equipment.

The ITSO Card Bureau Services requirement (Lot 1) is for the provision of Bureau Services covering a range of CMD types and volumes - including bulk printing. Capable of linking to

multiple CMS and ITSO HOPS, the Bureaus will provide a range of Card Printing & Encoding Services as well as support services such as the provision of data entry to the CMS; Customer Letter printing, Card fixing to letters, Distribution to individual addresses as well as centralised fulfilment.

The ITSO Blank Card Supply requirement (Lot 2) is for the provision of Blank ITSO Smartcards across a range of CMD types and volumes.

The ITSO Card Printing and Encoding Equipment requirement (Lot 3) is for the provision of

local ITSO Card Printing and Encoding Equipment linked to a customers own CMS and

HOPS, supported by a range of support software and licences to provide additional services to the customer.

This Framework is hosting a number of ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services Suppliers, as well as support equipment, and services where they add value to enable the Users of the Framework to have a wide choice of supply options.

This Framework is hosting a number of Suppliers for ITSO passenger transport services, who are committed to partnership working, including with other Suppliers.

This Framework is available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport. It will also be available for use by any bus/rail/tram/ferry operator in the UK.

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

This contract is divided into lots: Yes

### **II.1.7) Total value of the procurement (excluding VAT)**

Lowest offer: £1 / Highest offer: £10,000,000 taken into consideration

## **II.2) Description**

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

ITSO Card Bureau Services

Lot No

1

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

- 79800000 - Printing and related services

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Provision of the Card Bureau Service must be within the UK, or be fully compliant with UK GDPR and Data Protection Act 2018 requirements.

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

This ITSO Card Bureau Services requirement (Lot 1) is for the provision of Bureau Services.

It will cover a range of CMD types and volumes - including bulk printing.

The Bureau must be able to link to multiple CMS and ITSO HOPS providers to provide an end-to-end service.

The Bureau must be able to provide a range of Card Printing & Encoding Services.

The Bureau must be able to provide a range of Card support services, including but not limited to: the provision of data entry to the CMS; Customer Letter printing; Card fixing to letters; Addition of 3rd party material to envelopes, and the distribution to individual addresses as well as centralised fulfilment.

This Framework Lot is seeking to host a number of ITSO Card Bureau Service Suppliers, with relevant support equipment and additional services where they add value, to enable the

Users of the Framework to have a wide choice of supply options.

This Framework Lot is seeking to host a number of Suppliers for ITSO passenger transport services, who are committed to partnership working, including with other Suppliers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities

in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## **II.2.5) Award criteria**

Quality criterion - Name: Technical Compliance / Weighting: 70% of 50%

Quality criterion - Name: Essay Question / Weighting: 30% of 50%

Cost criterion - Name: Price Per Customer Order / Weighting: 40%

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

Options: Yes

Description of options

An agreement term may be extended from a standard 48 month term, by up to 2 x 12 month periods, making the maximum term available 72 months.

## **II.2) Description**

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

Blank ITSO Smartcard Supply

Lot No

2

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

- 30162000 - Smart cards

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

Any area covered by a SAM Member within England, Wales, Scotland, Northern Ireland.

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

This Blank ITSO Smartcard Supply requirement (Lot 2) is for the provision of blank ITSO Smartcards.

The Lot will cover the provision of a range of CMD types, and be flexible enough to cover a wide range of scale based options.

This Framework Lot is seeking to host a number of Blank ITSO Smartcard Suppliers, with any additional services where they add value, to enable the Users of the Framework to have a wide choice of supply options.

This Framework Lot is hosting a number of Blank ITSO Smartcard Suppliers for ITSO passenger transport services, who are committed to partnership working, including with other Suppliers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

## **II.2.5) Award criteria**

Quality criterion - Name: Technical Compliance / Weighting: 70% of 50%

Quality criterion - Name: Essay Question / Weighting: 30% of 50%

Cost criterion - Name: Price Per Customer Order / Weighting: 40%

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

Options: Yes

Description of options

Because of the specialist nature of the technology and interface requirements, the Framework Agreement may be renewed for up to 2 additional 12 month periods - making a maximum Framework length of 70 months.

## **II.2) Description**

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

## ITSO Card Printing and Encoding Equipment

Lot No

3

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

- 30232600 - Encoders
  - TA36 - For transport tickets

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

NUTS codes

- UK - United Kingdom

Main site or place of performance

The expectation is that the ITSO Card Printing and Encoding Equipment will reside within the offices of the SAM Member who undertakes the Framework Call Off, or their nominated agents office.

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

This ITSO Card Printing and Encoding Equipment requirement (Lot 3) is for the provision of locally based equipment to enable ITSO Smartcards to be printed and encoded within a SAM Members own office, or that of their agent.

This Framework Lot will require the equipment to be capable of printing full colour on both sides of a card, and be able to encode the full range of ITSO products on a card, as well as additional product and card applications.

Suppliers will need to be able to integrate with a range of customer CMS systems to receive and process customer data, such as concessionary travel data, as well as being able to

integrate with multiple ITSO HOPS systems to pass on the created card information.

This Framework Lot is seeking to host a number of ITSO Card Printing and Encoding Equipment Suppliers, with the necessary support peripherals and consumables, as well as any additional services where they add value, to enable the Users of the Framework to have a wide choice of supply options.



This Framework Lot is seeking to host a number of ITSO Card Printing and Encoding Equipment Suppliers, who are committed to partnership working, including with other Suppliers.

This Framework Lot will be available for all public sector bodies in the UK, including Local Authorities, Highway Authorities, Combined Authorities, and Regional Transport Authorities in England, Wales, Scotland, and Northern Ireland as well as National Transport Bodies such as Transport for Wales, Transport Scotland, Translink and the Department for Transport.

It will also be available for use by any bus/rail/tram/ferry operator in the UK. More detail of who the Framework is for, is outlined in Section VI.

### **II.2.5) Award criteria**

Quality criterion - Name: Technical Compliance / Weighting: 70% of 60%

Quality criterion - Name: Essay Question / Weighting: 30% of 60%

Cost criterion - Name: Price Per Customer Order / Weighting: 30%

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

Options: Yes

Description of options

Because of the specialist nature of the technology and interface requirements, the Framework Agreement may be renewed for up to 2 additional 12 month periods - making a maximum Framework length of 70 months.

---

## **Section IV. Procedure**

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

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

Open procedure

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

The procurement involves the establishment of a framework agreement

#### **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: [2022/S 000-025916](#)

---

## **Section V. Award of contract**

### **Contract No**

Framework 3

### **Lot No**

Lot 1, Lot 2

### **Title**

ITSO Card Bureau Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

20 January 2023

### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Euclid Limited

Euclid House, Parklands Business Park, Forest Road,

Denmead, Hants

PO7 6XP

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

Euclid Limited

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £4,000,000 taken into consideration

---

## **Section V. Award of contract**

### **Contract No**

Framework 3

### **Lot No**

Lot 1, Lot 2, Lot 3

### **Title**

Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

2 February 2023

#### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

#### **V.2.3) Name and address of the contractor**

ESP Systex Limited

Witham House, 45 Spyvee Street

Hull

HU8 7JR

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

ESP Systex Limited

The contractor is an SME

Yes

#### **V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £4,000,000 taken into consideration

---

### **Section V. Award of contract**

#### **Contract No**

Framework 3

#### **Lot No**

Lot 1, Lot 2, Lot 3

#### **Title**

Framework 3: ITSO Card Bureau Services, Blank ITSO Card Supply & ITSO Card Printing & Encoding Equipment and Services

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

16 February 2023

### **V.2.2) Information about tenders**

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: No

### **V.2.3) Name and address of the contractor**

Bemrose Booth Paragon

Stockholm Road, Sutton Fields Industrial Estate

Hull

HU7 0XY

Country

United Kingdom

NUTS code

- UK - United Kingdom

Companies House

Bemrose Booth Paragon

The contractor is an SME

Yes

### **V.2.4) Information on value of contract/lot (excluding VAT)**

Lowest offer: £1 / Highest offer: £4,000,000 taken into consideration

---

## Section VI. Complementary information

### VI.3) Additional information

The National Mobilities Procurement Hub (NMPH) is a national resource for all UK based Public Sector Bodies, with a Transport responsibility or interest; as well as for all bus, rail, tram and ferry operators in the UK.

For the avoidance of doubt, the Framework has been developed for the following public sector organisations as a minimum:

Scottish Local Authorities, including:

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll and Bute Council

City of Edinburgh Council

Clackmannanshire Council

Comhairle nan Eilean Siar

Dumfries and Galloway Council

Dundee City Council

East Ayrshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Falkirk Council

Fife Council

Glasgow City Council

Inverclyde Council

Midlothian Council

North Ayrshire Council

North Lanarkshire Council

Orkney Islands Council

Perth and Kinross Council

Renfrewshire Council

Scottish Borders Council

Shetland Islands Council

South Ayrshire Council

South Lanarkshire Council

Stirling Council

The Highland Council

The Moray Council

West Dunbartonshire Council

West Lothian Council

Scottish Government & Executive Agencies

Scottish Government

Transport Scotland

Scottish Regional Transport Partnerships, including:

Shetland Transport Partnership (ZetTrans)



Highlands and Islands Transport Partnership (HITRANS)

North-East of Scotland Transport Partnership (NESTRANS)

Tayside and Central Scotland Transport Partnership (TACTRAN)

South-East of Scotland Transport Partnership (SESTRAN)

Strathclyde Partnership for Transport (SPT)

South-West of Scotland Transport Partnership (Swestrans)

Unitary Authorities in Wales, including:

Blaenau Gwent County Borough Council

Bridgend County Borough Council

Caerphilly County Borough Council

Cardiff Council

Carmarthenshire County Council

Ceredigion County Council

Conwy County Borough Council

Denbighshire County Council

Flintshire County Council

Gwynedd Council

Isle of Anglesey County Council

Merthyr Tydfil County Borough Council

Monmouthshire County Council

Neath Port Talbot County Borough Council

Newport City Council

Pembrokeshire County Council

Powys County Council

Rhondda Cynon Taf County Borough Council

City and County of Swansea

The Vale of Glamorgan County Borough Council

Torfaen County Borough Council

Wrexham County Borough Council

Welsh Government & Executive Agencies

Welsh Government

Transport for Wales

Welsh Transport Partnerships

South East Wales Transport Commission

North Wales Transport Commission

Metropolitan District Councils in England, including:

Barnsley Borough Council

Birmingham City Council

Bolton Borough Council

Bradford City Council

Bury Borough Council

Calderdale Borough Council

Coventry City Council

Doncaster Borough Council

Dudley Borough Council

Gateshead Borough Council

Kirklees Borough Council

Knowsley Borough Council

Leeds City Council

Liverpool City Council

Manchester City Council

North Tyneside Borough Council

Newcastle Upon Tyne City Council

Oldham Borough Council

Rochdale Borough Council

Rotherham Borough Council

South Tyneside Borough Council

Salford City Council

Sandwell Borough Council

Sefton Borough Council

Sheffield City Council

Solihull Borough Council

St Helens Borough Council

Stockport Borough Council

Sunderland City Council

Tameside Borough Council

Trafford Borough Council

Wakefield City Council

Walsall Borough Council

Wigan Borough Council

Wirral Borough Council

Wolverhampton City Council

Unitary Authorities in England, including:

Bath and North East Somerset Council

Bedford Borough Council

Blackburn with Darwen Borough Council

Blackpool Council

Bournemouth, Christchurch and Poole Council

Bracknell Forest Borough Council

Brighton and Hove City Council

Bristol City Council

Buckinghamshire Council

Central Bedfordshire Council

Cheshire East Council

Cheshire West and Chester Council

Cornwall Council

Durham County Council

Darlington Borough Council

Derby City Council

Dorset Council

East Riding of Yorkshire Council

Halton Borough Council

Hartlepool Borough Council

Herefordshire Council

Isle of Wight Council

Hull City Council

Leicester City Council

Luton Borough Council

Medway Council

Middlesbrough Borough Council

Milton Keynes Council

North East Lincolnshire Council

North Lincolnshire Council

North Northamptonshire Council

North Somerset Council

Northumberland County Council

Nottingham City Council

Peterborough City Council

Plymouth City Council

Portsmouth City Council

Reading Borough Council

Redcar and Cleveland Borough Council

Rutland County Council

Shropshire Council

Slough Borough Council

Southampton City Council

Southend-on-Sea Borough Council

South Gloucestershire Council

Stockton-on-Tees Borough Council

Stoke-on-Trent City Council

Swindon Borough Council

Telford and Wrekin Borough Council

Thurrock Council

Torbay Council

Warrington Borough Council

West Berkshire Council

West Northamptonshire Council

Wiltshire Council

Windsor and Maidenhead Borough Council

Wokingham Borough Council

City of York Council

County Councils in England

Cambridgeshire County Council

Cumbria County Council

Derbyshire County Council

Devon County Council

East Sussex County Council

Essex County Council

Gloucestershire County Council

Hampshire County Council

Hertfordshire County Council

Kent County Council

Lancashire County Council

Leicestershire County Council

Lincolnshire County Council

Norfolk County Council

North Yorkshire County Council

Nottinghamshire County Council

Oxfordshire County Council

Somerset County Council

Staffordshire County Council

Suffolk County Council

Surrey County Council

Warwickshire County Council

West Sussex County Council

Worcestershire County Council

Combined Authorities in England

Cambridgeshire and Peterborough Combined Authority

Greater Manchester Combined Authority

Liverpool City Region Combined Authority

North East Combined Authority

North of Tyne Combined Authority

South Yorkshire Combined Authority

Tees Valley Combined Authority

West Midlands Combined Authority

West of England Combined Authority

West Yorkshire Combined Authority

London Borough Councils, including the following Councils:

Barking and Dagenham

Barnet

Bexley

Brent

Bromley

Camden

Croydon

Ealing



Enfield

Greenwich

Hackney

Hammersmith and Fulham

Haringey

Harrow

Havering

Hillingdon

Hounslow

Islington

Kensington and Chelsea

Kingston upon Thames

Lambeth

Lewisham

Merton

Newham

Redbridge

Richmond upon Thames

Southwark

Sutton

Tower Hamlets

Waltham Forest

Wandsworth

Westminster

Other Transport Bodies

Transport for London

Department for Transport

District, Borough and City Councils in England, including the following Councils:

Adur

Allerdale

Amber Valley

Arun

Ashfield

Ashford

Babergh

Barrow-in-Furness

Basildon

Basingstoke & Deane

Bassetlaw

Blaby

Bolsover

Boston

Braintree

Breckland

Brentwood

Broadland

Bromsgrove

Broxbourne

Broxtowe

Burnley

Cambridge

Cannock Chase

Canterbury

Carlisle

Castle Point

Charnwood

Chelmsford

Cheltenham

Cherwell

Chesterfield

Chichester

Chorley

Colchester

Copeland

Cotswold

Craven

Crawley

Dacorum

Dartford

Derbyshire Dales

Dover

East Cambridgeshire

East Devon

East Hampshire

East Hertfordshire

East Lindsey

East Staffordshire

East Suffolk

Eastbourne

Eastleigh

Eden

Elmbridge

Epping Forest

Epsom & Ewell

Erewash

Exeter

Fareham

Fenland

Folkestone and Hythe

Forest of Dean

Fylde

Gedling

Gloucester

Gosport

Gravesham

Great Yarmouth

Guildford

Hambleton

Harborough

Harlow

Harrogate

Hart

Hastings

Havant

Hertsmere

High Peak

Hinckley and Bosworth

Horsham

Huntingdonshire

Hyndburn

Ipswich

Kings Lynn & West Norfolk

Lancaster

Lewes

Lichfield

Lincoln

Maidstone

Maldon

Malvern Hills

Mansfield

Melton

Mendip

Mid Devon

Mid Suffolk

Mid Sussex

Mole Valley

North Devon

North East Derbyshire

North Hertfordshire

North Kesteven

North Norfolk

North West Leicestershire

North Warwickshire

New Forest

Newark & Sherwood

Newcastle-Under-Lyme

Norwich

Nuneaton & Bedworth

Oadby & Wigston

Oxford

Pendle

Preston

Redditch

Reigate & Banstead

Ribble Valley

Richmondshire

Rochford

Rossendale

Rother

Rugby

Runnymede

Rushcliffe

Rushmoor

Ryedale

Somerset West and Taunton

South Cambridgeshire

South Derbyshire

South Hams

South Holland

South Kesteven

South Lakeland

South Norfolk

South Oxfordshire

South Ribble

South Somerset

South Staffordshire

Scarborough

Sedgemoor

Selby

Sevenoaks

Spelthorne

St Albans

Stafford

Staffordshire Moorlands

Stevenage

Stratford on Avon



Stroud

Surrey Heath

Swale

Tamworth

Tandridge

Teignbridge

Tendring

Test Valley

Tewkesbury

Thanet

Three Rivers

Tonbridge & Malling

Torridge

Tunbridge Wells

Uttlesford

Vale of White Horse

Warwick

Watford

Waverley

Wealden

Welwyn Hatfield

West Devon

West Lancashire

West Lindsey

West Oxfordshire

West Suffolk

Winchester

Woking

Worcester

Worthing

Wychavon

Wyre

Wyre Forest

Councils in Northern Ireland, including:

Antrim and Newtownabbey Borough Council

Ards and North Down Borough Council

Armagh City, Banbridge and Craigavon Borough Council

Belfast City Council

Causeway Coast and Glens Borough Council

Derry City and Strabane District Council

Fermanagh and Omagh District Council - Enniskillen Office

Lisburn and Castlereagh City Council

Mid and East Antrim Borough Council

Mid Ulster District Council - Dungannon

Newry, Mourne and Down District Council

Transport Bodies in Northern Ireland

Translink

And any other Public Sector body in the UK with an interest in Transport, or any UK transport operator.

Any organisation must be a Member of SAM at the time that they wish to Call-Off from the Framework. See [www.talktosam.co.uk](http://www.talktosam.co.uk) for more details.

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

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

Smart Applications Management

2nd Floor, Cobourg House, 32 Mayflower Street

Plymouth

PL11QX

Email

[procurement@nationalmobilitiesprocurementhub.co.uk](mailto:procurement@nationalmobilitiesprocurementhub.co.uk)

Country

United Kingdom

Internet address

[www.talktosam.co.uk](http://www.talktosam.co.uk)