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Tender

## **Online Ticketing (WebTIS), APPS and sTicket**

GOVIA THAMESLINK RAILWAY LIMITED

F05: Contract notice – utilities

Notice identifier: 2023/S 000-005094

Procurement identifier (OCID): ocds-h6vhtk-03a708

Published 20 February 2023, 5:32pm

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

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

GOVIA THAMESLINK RAILWAY LIMITED

24 Monument Street

LONDON

EC3R8AJ

#### **Contact**

Nicole Conyers

#### **Email**

[Nicole.Conyers@gtrailway.com](mailto:Nicole.Conyers@gtrailway.com)

#### **Country**

United Kingdom

#### **Region code**

UKI31 - Camden and City of London

**Companies House**

07934306

**Internet address(es)**

Main address

[www.gtrainway.com](http://www.gtrainway.com)

**I.3) Communication**

Access to the procurement documents is restricted. Further information can be obtained at

<https://www.smartsurvey.co.uk/s/4PSKFS/>

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)

Tenders or requests to participate must be submitted to the above-mentioned address

**I.6) Main activity**

Railway services

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## **Section II: Object**

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

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

Online Ticketing (WebTIS), APPS and sTicket

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

- 48110000 - Point of sale (POS) software package

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

Supplies

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

Govia Thameslink Railway Limited (GTR) are looking to procure a supplier to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS".

GTR are therefore looking for a service provider that can offer the following:

- 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)

Limited documents will be available at the notice publication with documents to follow

within 4 days, as detailed in the ITP.

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

Value excluding VAT: £5,980,000

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

This contract is divided into lots: No

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

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

NUTS codes

- UKH - East of England
- UKI - London
- UKJ - South East (England)

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

Govia Thameslink Railway Limited (GTR) are looking to procure a supplier to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS".

GTR are therefore looking for a service provider that can offer the following:

- 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)

Limited documents will be available at the notice publication with documents to follow within 4 days, as detailed in the ITP.

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

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

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

Duration in months

18

This contract is subject to renewal

No

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

Variants will be accepted: No

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

Options: Yes

Description of options

The initial term of the contract will be for up to 18 months (with an estimated value of £2.242m). Optional extensions (at the discretion of GTR / DfT) to the end of the NRC (31 March 2028)(estimated value £1.495m per annum).

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## **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

23 March 2023

Local time

9:00am

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

3 April 2023

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

English

#### **IV.2.6) Minimum time frame during which the tenderer must maintain the tender**

Duration in months: 6 (from the date stated for receipt of tender)

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

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

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

Royal Courts of Justice

Strand

London

WC2A 2LL

Country

United Kingdom