

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/005094-2023>

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

Country

United Kingdom

Region code

UKI31 - Camden and City of London

Companies House

07934306

Internet address(es)

Main address

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

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

I.6) Main activity

Railway services

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).

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)

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