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Contract

Smart Ticketing System for the Mersey Ferries

Merseytravel

F03: Contract award notice

Notice identifier: 2023/S 000-005558

Procurement identifier (OCID): ocds-h6vhtk-0369c9

Published 24 February 2023, 1:53pm

Section I: Contracting authority

I.1) Name and addresses

Merseytravel

1 Mann Island

Liverpool

L3 1BP

Contact

Merseytravel Procurement Team

Email

tender@liverpoolcityregion-ca.gov.uk

Telephone

+44 1513301111

Country

United Kingdom

Region code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.liverpoolcityregion-ca.gov.uk/>

Buyer's address

<http://www.liverpoolcityregion-ca.gov.uk/>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Public Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Smart Ticketing System for the Mersey Ferries

Reference number

DN620706

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Merseytravel and the Liverpool City Region Combined Authority (LCRCA) are looking to procure a Tickets, Online and Point of Sale Solution for the Mersey Ferries.

We are looking to appoint a provider for 3 years with the option to extend on a 24-month rolling basis thereafter up to a maximum of a further 4 years.

The new booking platform is at the heart of the requirement. It requires a central back office

EPOS system which will manage all aspects of the product sales in real time, delivered simultaneously through multiple sales channels including online via

- a). the Mersey Ferries website;
- b). through the systems POS at Sales Desks such as at Ferry Terminals;
- c). through LCRCA call centres and office locations;
- d). through Self Service Kiosks at core locations;
- e). through OTA's and Channel Managers; and

f). via local Partner sales portals.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £573,620

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Merseytravel and the Liverpool City Region Combined Authority (LCRCA) are looking to procure a Tickets, Online and Point of Sale Solution for the Mersey Ferries.

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- d). through Self Service Kiosks at core locations;

e). through OTA's and Channel Managers; and

f). via local Partner sales portals.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Estimated contract dates 1st March 2023 - 28th February 2026 (initial term)

This contract is subject to renewal

We are looking to appoint a provider for 3 years (36 months) with the option to extend on a

24-month rolling basis thereafter up to a maximum of a further 4 years. The maximum duration of the contract including extensions would be 84 months.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-026296](#)

Section V. Award of contract

Title

Smart Ticketing System for the Mersey Ferries

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

24 January 2023

V.2.2) Information about tenders

Number of tenders received: 10

Number of tenders received from SMEs: 9

Number of tenders received from tenderers from other EU Member States: 2

Number of tenders received from tenderers from non-EU Member States: 8

Number of tenders received by electronic means: 10

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

V.2.3) Name and address of the contractor

Palisis AG

Seestrasse 25

Zollikon

8702

Country

Switzerland

NUTS code

- CH - Switzerland

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £490,000

Total value of the contract/lot: £573,620

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

VI.4.3) Review procedure

Precise information on deadline(s) for review procedures

Review procedures are as set out in the Public Contract Regulations 2015.

Proceedings under the Public Contract Regulations 2015 are time limited and any such proceedings must be brought in the High Court of England and Wales.