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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](mailto: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

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## **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.

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

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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.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.

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## **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](#)

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## **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

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## **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.