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Tender

Contactless Bankcard Middle and Back Office (CBMBO) Service

Transport for Greater Manchester

F02: Contract notice

Notice identifier: 2025/S 000-006012

Procurement identifier (OCID): ocds-h6vhtk-049897

Published 19 February 2025, 6:16pm

Section I: Contracting authority

I.1) Name and addresses

Transport for Greater Manchester

Transport for Greater Manchester, 2 Piccadilly Place

Manchester

M1 3BG

Contact

Mr Julian Benson

Email

procurement@tfgm.com

Telephone

+44 7944976931

Country

United Kingdom

Region code

UK - United Kingdom

Internet address(es)

Main address

<http://www.tfgm.com>

Buyer's address

<http://www.tfgm.com>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://procontract.due-north.com/Advert/Index?advertId=b6070cc6-89d2-ef11-8133-005056b64545>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://procontract.due-north.com/Advert/Index?advertId=b6070cc6-89d2-ef11-8133-005056b64545>

I.4) Type of the contracting authority

Other type

Transport Authority

I.5) Main activity

Other activity

Transport

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Contactless Bankcard Middle and Back Office (CBMBO) Service

Reference number

DN737145

II.1.2) Main CPV code

- 48100000 - Industry specific software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Contactless Bankcard Middle and Back Office (CBMBO) agreement with respect to the implementation, operation and maintenance of Middle Office and Back Office services that shall enable contactless bankcard transaction processing compliant with bank card scheme Transit rules and token agnostic account based ticketing (including ITSO tokens).

II.1.5) Estimated total value

Value excluding VAT: £90,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)

- UKG - West Midlands (England)
- UKL - Wales

II.2.4) Description of the procurement

Transport for Greater Manchester (“TfGM”) now wish to procure a Contactless Bankcard Middle and Back Office (CBMBO) Service Agreement (“Agreement”) which shall enable the Implementation, operation and maintenance of a Middle Office Service and Back Office Service Option that will support delivery of TfGM’s Ticketing Schemes.

Given that over the term of the Agreement, Ticketing Schemes will be subject to frequent revision and development, re-configuration and extension of both the Middle Office Service and Back Office Service (Option) may be required to a number of additional transport and associated modes (in addition to those modes that are currently within scope of existing TfGM Ticketing Schemes). Consequently, the Middle Office Service and Back Office Service (Option) may be deployed on (but not limited to) Tram, Light Rail, Bus, Heavy Rail, Taxi, Car-Club, Car-Hire, Parking and Park and Ride, Micro mobility, Active Travel and other travel modes.

Additionally, the Place of Performance that is set out in section II.2.3 of this notice reflects a longer-term ambition of TfGM to extend Ticketing Schemes to areas that are adjacent to Greater Manchester (UKD-North West England, UKE Yorkshire and the Humber, UKF-East Midlands, UKG-West Midlands, UKL-Wales) and may or may not apply to the Agreement during the term.

The Supplier shall provide a Middle Office Service that shall:

- Integrate to Validators, Electronic Ticketing Machines, Gatelines, Revenue Inspection Devices, Retail Devices, other related Field Equipment Devices and other equipment that is capable of proving a Token ID such as (but not limited to Mobile Phones, Wearable Devices, ANPR Infrastructure; ITSO media, Smart-Cards, Barcodes, Magnetic Stripe Cards and biometric reading devices, as may be required to enable TfGM’s Ticketing Schemes. The estate of such infrastructure may be supplied, installed, commissioned, operated and maintained by an assortment of vendors and suppliers;
- Provide an encryption key that will be installed on each Platform Validator, Electronic Ticketing Machine and other Field Equipment Device that will ensure that all bankcard holder data that has been captured at these devices may be securely transferred to the Middle Office service for decryption;
- Tokenise customer bankcard information such that tokenised data may be consumed in the Back Office Service (Option) in relation to the application of business rules that determine product pricing;

- Process contactless bankcard data compliant with Payment Card Industries Data Security Standard (PCI DSS) v 4.0.1;
- Install and Commission (and if directed de-commission) Middle Offices and their supporting systems including any necessary connection to TfGM networks, civil works and testing; and
- Operate and maintain the deployed estate of Middle Office infrastructure to comply with the required standards;

The Supplier shall provide a Back Office Service (Option) that shall:

- apply business rules that are required to apply pricing in respect of TfGM's Ticketing Schemes;
- apply the business rules that are required to enable TfGM's contactless bankcard Pay as you Go (PAYG) Ticketing Scheme compliant with card scheme (Visa and Mastercard) Transit Model 2 scheme rules, and potentially enable the extension of TfGM's contactless bankcard PAYG Ticketing Scheme to additional bank card schemes;
- Under an option to implement Account Based Ticketing, apply token-agnostic business rules in relation to TfGM's Ticketing Schemes for Account Based Ticketing products;
- read ITSO media (for both digital and physical media compliant with the latest ITSO 2.1.5 standard) and ITSO Tokens;
- (as an Option) read two-dimensional Barcodes; and
- enable Account Based Ticketing products through the use of token agnostic identification;

Additionally, the Contactless Bankcard Middle and Back Office (CBMBO) Service Agreement will require Implementation Services to implement, test and deploy both the Middle Office Service and Back Office Service to operation, following which an Operational Service will be provided.

Potential Supplier Solutions will work in conjunction with a Platform Validator and Field Equipment Service, Electronic Ticketing Machine (ETM) Service, Merchant Acquirer and Payment Gateway Service and ITSO Contract Service that will be appointed by TfGM.

Since TfGM already operates a highly successful contactless bankcard PAYG scheme on Metrolink and Bus, supplier consideration of the arrangements to successfully transition from existing to new services, will be a critical consideration.

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

150

This contract is subject to renewal

Yes

Description of renewals

The agreement includes five options to extend the agreement in each case for a further 12 months. The total estimated value stated in II.1.5 includes the option periods.

II.2.10) Information about variants

Variants will be accepted: Yes

II.2.11) Information about options

Options: Yes

Description of options

The agreement includes five options to extend the agreement in each case for a further 12 months. The total estimated value stated in II.1.5 includes the option periods.

The requirements include a number of Options, including the provision of the: Back Office Service (including the Option to enable Account Based Ticketing (ABT) in the Back Office; and the Option to enable extension to Rail and other modes. .

II.2.13) Information about European Union Funds

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

Section III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.1) Suitability to pursue the professional activity, including requirements relating to enrolment on professional or trade registers

List and brief description of conditions

Information, formalities and necessary requirements to be met will be set out in an Invitation to Tender Document which can be obtained together with any instructions from <https://procontract.due-north.com>

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

III.2) Conditions related to the contract

III.2.3) Information about staff responsible for the performance of the contract

Obligation to indicate the names and professional qualifications of the staff assigned to performing the contract

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: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-028525](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

24 April 2025

Local time

10:00am

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: 9 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

24 April 2025

Local time

10:30am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.3) Additional information

Interested suppliers must obtain a Invitation to Tender by registering an expression of interest for the opportunity entitled 'Platform Validator and Field Equipment Agreement' on the eTendering application ProContract via <https://procontract.due-north.com>

Any submissions that are not submitted by the ProContract eTendering tool will be disqualified.

Contract to be governed by English Law.

TfGM expressly reserves the right (subject to complying with its duties to comply with the principles of equal treatment, transparency and non-discrimination):

- 1) not to award any contract as a result of the procurement process commenced by the publication of this notice;
- 2) to make whatever changes it may see fit to the content and structure of the tendering competition;
- 3) to amend (a) contract(s) in respect of any part(s) of the services covered by this notice; and
- 4) to award contract(s) in stages and in no circumstances will TfGM be liable for any costs incurred by candidates.

Variant bids may be permissible within the parameters to be set out in the tender documentation.

An online 'Bidders Event' will be hosted on Microsoft Teams — Live on the 26 March 2025 and will include a short presentation on the scope and timeframe of the procurement process. Please contact procurement.CBMBO@tfgm.com in order to register an intention to attend.

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

London

Country

United Kingdom