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Tender

## **Digital Retails Channels - WEBTIS Solution**

Transpennine Trains Limited

F05: Contract notice – utilities

Notice identifier: 2024/S 000-008891

Procurement identifier (OCID): ocds-h6vhtk-044a81

Published 19 March 2024, 4:05pm

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

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

Transpennine Trains Limited

Bridgewater House,, 58-60 Whitworth Street

Manchester

M26 1UQ

#### **Contact**

Sarah Ireland

#### **Email**

[sarah.ireland@tpexpress.co.uk](mailto:sarah.ireland@tpexpress.co.uk)

#### **Telephone**

+44 7812699201

#### **Country**

United Kingdom

**Region code**

UKD33 - Manchester

**Internet address(es)**

Main address

<https://www.tpexpress.co.uk>

**I.3) Communication**

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

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Point-of-sale-%28POS%29-software-development-services./87J878C3ZV>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Point-of-sale-%28POS%29-software-package./87J878C3ZV>

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**

Digital Retails Channels - WEBTIS Solution

**II.1.2) Main CPV code**

- 72212110 - Point of sale (POS) software development services

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

Services

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

Transpennine Trains Limited (TPT) are wanting to procure a a partner to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS" that would align to our strategic vision for retail going forward. TPT has previously used an API to develop its native website and app but to ensure an approach of continuous improvement and to continue our digital strategy will are looking to contract for a WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behaviours We would require a UK Railway Industry compliant Rail Delivery Group accredited back-office system (either currently accredited or with realistic plans to become so) For more information please refer to the attached Memorandum of Information.

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

Value excluding VAT: £1,500,000

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

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 72212110 - Point of sale (POS) software development services
- 48110000 - Point of sale (POS) software package

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

NUTS codes

- UKD33 - Manchester

Main site or place of performance

Manchester

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

Transpennine Trains Limited (TPT) are wanting to procure a a partner to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS" that would align to our

strategic vision for retail going forward. TPT has previously used an API to develop its native website and app but to ensure an approach of continuous improvement and to continue our digital strategy will be looking to contract for a WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behaviours. We would require a UK Railway Industry compliant Rail Delivery Group accredited back-office system (either currently accredited or with realistic plans to become so). For more information please refer to the attached Memorandum of Information.

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

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

#### **II.2.6) Estimated value**

Value excluding VAT: £1,500,000

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

Duration in months

24

This contract is subject to renewal

Yes

Description of renewals

TPT anticipate a two-year contract with options to extend by a further 3 years.

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

Variants will be accepted: No

#### **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

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Type of procedure**

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

Date

12 April 2024

Local time

2:00pm

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

English

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## **Section VI. Complementary information**

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

This is a recurrent procurement: No

### **VI.2) Information about electronic workflows**

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

### **VI.3) Additional information**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-Manchester:-Point-of-sale-%28POS%29-software-development-services./87J878C3ZV>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/87J878C3ZV>

GO Reference: GO-2024319-PRO-25538457

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

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

TransPennine Trains Limited

Bridgewater House,, 58-60 Whitworth Street

Manchester

M1 6LT

Country

United Kingdom