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Planning

ITSO AMS HOPS, ITSO Part 11, and Account Based Ticketing (ABT) Systems, Development and Services

Smart Applications Management Limited

F01: Prior information notice
Prior information only
Notice identifier: 2023/S 000-009722
Procurement identifier (OCID): ocds-h6vhtk-03bc3e
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Section I: Contracting authority

I.1) Name and addresses

Smart Applications Management Limited

Floor 2, Cobourg House, 32 Mayflower Street

Plymouth

PL1 1QX

Contact

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Email

andrew.seedhouse@talktosam.co.uk

Telephone

+44 7807043222

Country

United Kingdom

Region code

UKK41 - Plymouth

Companies House

South West Smart Applications Limited

Internet address(es)

Main address

www.talktosam.co.uk

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

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

www.talktosam.co.uk

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Other activity

Smart and ticketing solutions and wider applications for transportation networks.

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

ITSO AMS HOPS, ITSO Part 11, and Account Based Ticketing (ABT) Systems, Development and Services

Reference number

SAM 005: NMPH Framework 5

II.1.2) Main CPV code

- 72200000 - Software programming and consultancy services

    - MA03 - For buses

    - MA08 - For railway use

    - MA12 - For urban transport

    - MA14 - For boats

    - TA36 - For transport tickets

II.1.3) Type of contract

Services

II.1.4) Short description

Smart Applications Management Limited (SAM) is the trading name of South West Smart Applications Limited, a Membership based central purchasing body, which owns and runs the National Mobilities Procurement Hub for its Members.

This Framework is seeking the provision of multiple Software as a Service Lots providing ITSO AMS HOPS, ITSO Part 11, and Account Based Ticketing (ABT) Systems, Development and Services.

Framework Lot 1 is for the provision of an ITSO AMS-HOPS, which is the core ITSO component which acts as the key conduit between all other elements of an ITSO and wider ticketing System. There is a great importance on the ability of the system to provide a reliable means of generating, hosting and exchanging data between various ITSO components based on open transparent interfaces, but which at the same time ensures that there is full transparency of the activities which is undertaken through user accessible views into the HOPS and high quality reporting outputs.

Framework Lot 2 is for the provision of an ITSO Part 11 Service which enables the travelling customer to download smart products or top ups immediately to a remote device such as an NFC enabled phone. The Part 11 solution also opens up a number of other retail channels and collection points providing the customer with a comprehensive network of retail sales and fulfilment.

Framework Lot 3 is for the provision of an Account Based Ticketing (ABT) Back Office System, which is a core platform to allow customers to enjoy best value travel, irrespective of mode, when travelling on public transport in a defined area. The ABT system will, as a minimum, collate and record ITSO based travel attributed to a registered or non registered customer, and calculate fares and capped charges due from customers, as well as providing the mechanism to calculate revenue apportionment between operators.

II.1.5) Estimated total value

Value excluding VAT: £15,000,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 3

II.2) Description

II.2.1) Title

ITSO AMS HOPS

Lot No

1

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

  - MA03 - For buses

  - MA08 - For railway use

  - MA09 - For transport

  - MA12 - For urban transport

- MA14 - For boats

- TA36 - For transport tickets

- 60140000 - Non-scheduled passenger transport

- 60210000 - Public transport services by railways

- 72220000 - Systems and technical consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

The AMS-HOPS is the core ITSO component which acts as the key conduit between all other elements of the ITSO System and wider Ticketing environment. There is a great importance on the ability of the system to provide a reliable means of generating, hosting and exchanging data with various ITSO and non-ITSO components through both defined and open APIs, but which at the same time ensures that there is full transparency of the activities which is undertaken through user accessible views into the HOPS and high quality reporting and data outputs.

II.2) Description

II.2.1) Title

ITSO Part 11 Service

Lot No

2

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

  - MA03 - For buses

  - MA08 - For railway use

  - MA09 - For transport

  - MA12 - For urban transport

  - MA14 - For boats

  - TA36 - For transport tickets

- 60140000 - Non-scheduled passenger transport

- 60210000 - Public transport services by railways

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

An ITSO Part 11 solution enables the customer to download smart products or top ups immediately to a remote device such as an NFC enabled phone or a smartcard via an NFC enabled phone.

An ITSO Part 11 solution also enables a number of other retail channels and collection points to provide the customer with a comprehensive network of retail sales and almost immediate fulfilment to their smartcard.

The Part 11 solution will work in a number of ways, with a variety of links into scheme solutions being possible to support the customer with a range of key functionality, including:

1. For the customer - to be offered a seamless and instantaneous option for purchasing new products and topping up existing ones.

2. For the scheme - to have immediate and varied retail options that integrate and interact with 3rd party systems providing customer and card information including automatic fulfilment of ITSO tickets purchased and topped up.

3. For any ITSO smart product - on any Card Media to be delivered through Supplier delivered media and product configuration tools by the SAM Member.

4. The ability for the payment options and requirements to be managed under the control of SAM Members predefined business rules.

5. Clear and consistent branding options, accessible, easy navigation and appropriate security.

6. The provision of Client Software to facilitate testing SAM Member customer services and small scale scheme support by providing links to the back office systems which will allow SAM Members to add products to smart cards.

II.2) Description

II.2.1) Title

Account Based Ticketing (ABT) Back Office System

Lot No

3

II.2.2) Additional CPV code(s)

- 48000000 - Software package and information systems

  - MA03 - For buses

  - MA08 - For railway use

  - MA09 - For transport

  - MA12 - For urban transport

  - MA14 - For boats

  - TA36 - For transport tickets

- 60140000 - Non-scheduled passenger transport

- 60210000 - Public transport services by railways

- 72200000 - Software programming and consultancy services

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

A key part of the role of SAM Members is to encourage public transport users and potential users to travel sustainably using public transport across all modes including buses, metro, rail and ferries. Customer research shows that a barrier to travel can be the complexity of ticket offerings that are available.

SAM wishes to provide for its members, an ability to call-off Software to move their current ticketing proposition, such as Pay As You Go (PAYG) from a "Truth on Card" solution i.e. where the capping takes place dynamically on the card and the customer can always see their balance, to one where the fare and capping calculations are carried out in a back office system - "Truth on Server".

The reasons for this move include the fact only a small number of caps can be supported under a current PAYG solution, where "Truth on Server" would allow for an unlimited number of caps to be applied across modes and operators. In addition, this technology update would result in PAYG being capable of being accepted on rail.

We are seeking back-office suppliers to work with SAM Members to develop and implement a core system that will allow the transition from a PAYG product to a Truth on Server solution.

Initially the transaction types will be ITSO based, as ITSO is the common standard that is installed on all public transport for all SAM Members. In common with other areas, we would expect the solution to demonstrate an understanding of other potential ticketing tokens for a full Account Based Ticketing platform.

The new back-office system will be the core system as it will be needed to receive details of customer journeys and be able to calculate fares due and appropriate caps to be paid.

In addition, the system will need to be able to calculate the amounts due to operators as a result of their participation within the scheme. The nature of cap calculations and operator reimbursement will need to be varied so will have to be based upon configurable rules.

It is expected that potential suppliers will need to have proven and mature technology solutions for the outcomes sought with fully supported and managed digital services that we can integrate into our existing digital platforms.

While some public transport is operated directly by a SAM Member, other elements are operated by independent bus and rail companies. The system will need to interact with these external systems with the minimum of disruption to third party public transport suppliers

Key functionality we are looking to include are:

• Receipt of ITSO based journey transactions including Tap On/Tap Off when available

• Processing of ITSO Tap Off messages on bus

• Holding of fare tables/access to fare tables for all public transport modes

• Fares to be able to use innovate fare calculation methods such as distance-based fares

• Holding of fare caps

• Fare caps to be able to be calculated across different capping periods including days, weeks, and longer periods to be defined

• Fare caps to be available for individual operators, modes as well as multi operator and multi-modal caps

• Caps may also be set by other factors such as time of day or other parameters including avoiding peak routes

• Management reports available to the SAM Member and individual operators

• Support registered and unregistered customers

• Apply different levels of caps based upon a concession held by a customer eg child

• Be able to flag up when an account is considered to have a low balance so that certain systems can notify the customer of that fact

• Be able to identify when an account is in arrears and the relevant product needs to be blocked. This may vary for registered and unregistered customers.

• Processing of late data received from operators together with customer challenges and Tap completions to ensure that caps charged, and operator reimbursement reflect the updated view

• Calculate reimbursement due to operators according to definable business rules which may include top slicing of individual or pooled cap revenue, distribution by mode or operator according to any of the parameters known to the system.

• Integrate with existing customer systems provided by a SAM Member including revenue collection and customer messaging as well as app and web portal interaction. Depending on the solution chosen we may need the provider to supply a customer processing element as part of the solution.

• Secure accessible and robust APIs

II.3) Estimated date of publication of contract notice

15 May 2023

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

The National Mobilities Procurement Hub (NMPH) is a national resource for all UK based Public Sector Bodies, with a Transport responsibility or interest; as well as for all bus, rail, tram and ferry operators in the UK.

For the avoidance of doubt, the Framework has been developed for the following public sector organisations as a minimum:

Scottish Local Authorities, including:

Aberdeen City Council

Aberdeenshire Council

Angus Council

Argyll and Bute Council

City of Edinburgh Council

Clackmannanshire Council

Comhairle nan Eilean Siar

Dumfries and Galloway Council

Dundee City Council

East Ayrshire Council

East Dunbartonshire Council

East Lothian Council

East Renfrewshire Council

Falkirk Council

Fife Council

Glasgow City Council

Inverclyde Council

Midlothian Council

North Ayrshire Council

North Lanarkshire Council

Orkney Islands Council

Perth and Kinross Council

Renfrewshire Council

Scottish Borders Council

Shetland Islands Council

South Ayrshire Council

South Lanarkshire Council

Stirling Council

The Highland Council

The Moray Council

West Dunbartonshire Council

West Lothian Council

Scottish Government & Executive Agencies

Scottish Government

Transport Scotland

Scottish Regional Transport Partnerships, including:

Shetland Transport Partnership (ZetTrans)

Highlands and Islands Transport Partnership (HITRANS)

North-East of Scotland Transport Partnership (NESTRANS)

Tayside and Central Scotland Transport Partnership (TACTRAN)

South-East of Scotland Transport Partnership (SESTRAN)

Strathclyde Partnership for Transport (SPT)

South-West of Scotland Transport Partnership (Swestrans)

Unitary Authorities in Wales, including:

Blaenau Gwent County Borough Council

Bridgend County Borough Council

Caerphilly County Borough Council

Cardiff Council

Carmarthenshire County Council

Ceredigion County Council

Conwy County Borough Council

Denbighshire County Council

Flintshire County Council

Gwynedd Council

Isle of Anglesey County Council

Merthyr Tydfil County Borough Council

Monmouthshire County Council

Neath Port Talbot County Borough Council

Newport City Council

Pembrokeshire County Council

Powys County Council

Rhondda Cynon Taf County Borough Council

City and County of Swansea

The Vale of Glamorgan County Borough Council

Torfaen County Borough Council

Wrexham County Borough Council

Welsh Government & Executive Agencies

Welsh Government

Transport for Wales

Welsh Transport Partnerships

South East Wales Transport Commission

North Wales Transport Commission

Metropolitan District Councils in England, including:

Barnsley Borough Council

Birmingham City Council

Bolton Borough Council

Bradford City Council

Bury Borough Council

Calderdale Borough Council

Coventry City Council

Doncaster Borough Council

Dudley Borough Council

Gateshead Borough Council

Kirklees Borough Council

Knowsley Borough Council

Leeds City Council

Liverpool City Council

Manchester City Council

North Tyneside Borough Council

Newcastle Upon Tyne City Council

Oldham Borough Council

Rochdale Borough Council

Rotherham Borough Council

South Tyneside Borough Council

Salford City Council

Sandwell Borough Council

Sefton Borough Council

Sheffield City Council

Solihull Borough Council

St Helens Borough Council

Stockport Borough Council

Sunderland City Council

Tameside Borough Council

Trafford Borough Council

Wakefield City Council

Walsall Borough Council

Wigan Borough Council

Wirral Borough Council

Wolverhampton City Council

Unitary Authorities in England, including:

Bath and North East Somerset Council

Bedford Borough Council

Blackburn with Darwen Borough Council

Blackpool Council

Bournemouth, Christchurch and Poole Council

Bracknell Forest Borough Council

Brighton and Hove City Council

Bristol City Council

Buckinghamshire Council

Central Bedfordshire Council

Cheshire East Council

Cheshire West and Chester Council

Cornwall Council

Durham County Council

Darlington Borough Council

Page 15 to 29

Derby City Council

Dorset Council

East Riding of Yorkshire Council

Halton Borough Council

Hartlepool Borough Council

Herefordshire Council

Isle of Wight Council

Hull City Council

Leicester City Council

Luton Borough Council

Medway Council

Middlesbrough Borough Council

Milton Keynes Council

North East Lincolnshire Council

North Lincolnshire Council

North Northamptonshire Council

North Somerset Council

Northumberland County Council

Nottingham City Council

Peterborough City Council

Plymouth City Council

Portsmouth City Council

Reading Borough Council

Redcar and Cleveland Borough Council

Rutland County Council

Shropshire Council

Slough Borough Council

Southampton City Council

Southend-on-Sea Borough Council

South Gloucestershire Council

Stockton-on-Tees Borough Council

Stoke-on-Trent City Council

Swindon Borough Council

Telford and Wrekin Borough Council

Thurrock Council

Torbay Council

Warrington Borough Council

West Berkshire Council

West Northamptonshire Council

Wiltshire Council

Windsor and Maidenhead Borough Council

Wokingham Borough Council

City of York Council

County Councils in England

Cambridgeshire County Council

Cumbria County Council

Derbyshire County Council

Devon County Council

East Sussex County Council

Essex County Council

Gloucestershire County Council

Hampshire County Council

Hertfordshire County Council

Kent County Council

Lancashire County Council

Leicestershire County Council

Lincolnshire County Council

Norfolk County Council

North Yorkshire County Council

Nottinghamshire County Council

Oxfordshire County Council

Somerset County Council

Staffordshire County Council

Suffolk County Council

Surrey County Council

Warwickshire County Council

West Sussex County Council

Worcestershire County Council

Combined Authorities in England

Cambridgeshire and Peterborough Combined Authority

Greater Manchester Combined Authority

Liverpool City Region Combined Authority

North East Combined Authority

North of Tyne Combined Authority

South Yorkshire Combined Authority

Tees Valley Combined Authority

West Midlands Combined Authority

West of England Combined Authority

West Yorkshire Combined Authority

PTEs in the UK including:

Transport for Greater Manchester

Merseytravel

Nexus

Transport for the West Midlands

West Yorkshire Metro

South Yorkshire

London Borough Councils, including the following Councils:

Barking and Dagenham

Barnet

Bexley

Brent

Bromley

Camden

Croydon

Ealing

Enfield

Greenwich

Hackney

Hammersmith and Fulham

Haringey

Harrow

Havering

Hillingdon

Hounslow

Islington

Kensington and Chelsea

Kingston upon Thames

Lambeth

Lewisham

Merton

Newham

Redbridge

Richmond upon Thames

Southwark

Sutton

Tower Hamlets

Waltham Forest

Wandsworth

Westminster

Other Transport Bodies

Transport for London

Department for Transport

District, Borough and City Councils in England, including the following Councils:

Adur

Allerdale

Amber Valley

Arun

Ashfield

Ashford

Babergh

Barrow-in-Furness

Basildon

Basingstoke & Deane

Bassetlaw

Blaby

Bolsover

Boston

Braintree

Breckland

Brentwood

Broadland

Bromsgrove

Broxbourne

Broxtowe

Burnley

Cambridge

Cannock Chase

Canterbury

Carlisle

Castle Point

Charnwood

Chelmsford

Cheltenham

Cherwell

Chesterfield

Chichester

Chorley

Colchester

Copeland

Cotswold

Craven

Crawley

Dacorum

Dartford

Derbyshire Dales

Dover

East Cambridgeshire

East Devon

East Hampshire

East Hertfordshire

East Lindsey

East Staffordshire

East Suffolk

Eastbourne

Eastleigh

Eden

Elmbridge

Epping Forest

Epsom & Ewell

Erewash

Exeter

Fareham

Fenland

Folkestone and Hythe

Forest of Dean

Fylde

Gedling

Gloucester

Gosport

Gravesham

Great Yarmouth

Guildford

Hambleton

Harborough

Harlow

Harrogate

Hart

Hastings

Havant

Hertsmere

High Peak

Hinckley and Bosworth

Horsham

Huntingdonshire

Hyndburn

Ipswich

Kings Lynn & West Norfolk

Lancaster

Lewes

Lichfield

Lincoln

Maidstone

Maldon

Malvern Hills

Mansfield

Melton

Mendip

Mid Devon

Mid Suffolk

Mid Sussex

Mole Valley

North Devon

North East Derbyshire

North Hertfordshire

North Kesteven

North Norfolk

North West Leicestershire

North Warwickshire

New Forest

Newark & Sherwood

Newcastle-Under-Lyme

Norwich

Nuneaton & Bedworth

Oadby & Wigston

Oxford

Pendle

Preston

Redditch

Reigate & Banstead

Ribble Valley

Richmondshire

Rochford

Rossendale

Rother

Rugby

Runnymede

Rushcliffe

Rushmoor

Ryedale

Somerset West and Taunton

South Cambridgeshire

South Derbyshire

South Hams

South Holland

South Kesteven

South Lakeland

South Norfolk

South Oxfordshire

South Ribble

South Somerset

South Staffordshire

Scarborough

Sedgemoor

Selby

Sevenoaks

Spelthorne

St Albans

Stafford

Staffordshire Moorlands

Stevenage

Stratford on Avon

Stroud

Surrey Heath

Swale

Tamworth

Tandridge

Teignbridge

Tendring

Test Valley

Tewkesbury

Thanet

Three Rivers

Tonbridge & Malling

Torridge

Tunbridge Wells

Uttlesford

Vale of White Horse

Warwick

Watford

Waverley

Wealden

Welwyn Hatfield

West Devon

West Lancashire

West Lindsey

West Oxfordshire

West Suffolk

Winchester

Woking

Worcester

Worthing

Wychavon

Wyre

Wyre Forest

Councils in Northern Ireland, including:

Antrim and Newtownabbey Borough Council

Ards and North Down Borough Council

Armagh City, Banbridge and Craigavon Borough Council

Belfast City Council

Causeway Coast and Glens Borough Council

Derry City and Strabane District Council

Fermanagh and Omagh District Council - Enniskillen Office

Lisburn and Castlereagh City Council

Mid and East Antrim Borough Council

Mid Ulster District Council - Dungannon

Newry, Mourne and Down District Council

Transport Bodies in Northern Ireland

Translink

Any other Public Sector body in the UK with an interest in Transport, or any UK transport operator.

Any other Public Sector body within a UK overseas territory, contracting under English and Welsh Law with an interest in Transport, or their related operator.

Any organisation must be a Member of SAM at the time that they wish to Call-Off from the Framework. See www.talktosam.co.uk for more details