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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

Published 4 April 2023, 8:30am

## **Section I: Contracting authority**

## I.1) Name and addresses

**Smart Applications Management Limited** 

Floor 2, Cobourg House, 32 Mayflower Street

**Plymouth** 

PL1 1QX

#### Contact

Andrew Seedhouse

#### **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
  - o 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** 

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**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 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

East Staffordshire

Harborough	
Harlow	
Harrogate	
Hart	
Hastings	
Havant	
Hertsmere	
High Peak	
Hinckley and Bosworth	
Horsham	
Huntingdonshire	
Hyndburn	
lpswich	
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 Holland South Kesteven
South Kesteven
South Kesteven South Lakeland

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 <a href="https://www.talktosam.co.uk">www.talktosam.co.uk</a> for more details