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Planning

## **Concessionary Travel Customer Management System (CT-CMS), Commercial & Concessionary Travel Customer Management System (CCT-CMS), and Business Intelligence & Reimbursement System**

South West Smart Applications Limited

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-011036

Procurement identifier (OCID): ocds-h6vhtk-03bf5e

Published 18 April 2023, 10:11am

### **Section I: Contracting authority**

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

South West Smart Applications Limited

Floor 2, Coburg House, 32 Mayflower Street

Plymouth

PL1 1QX

#### **Contact**

Andrew Seedhouse

#### **Email**

[andrew.seedhouse@talktosam.co.uk](mailto:andrew.seedhouse@talktosam.co.uk)

#### **Telephone**

+44 7807043222

**Country**

United Kingdom

**Region code**

UKK41 - Plymouth

**Companies House**

Smart Applications Management Ltd

**Internet address(es)**

Main address

[www.talktosam.co.uk](http://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](http://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.

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Concessionary Travel Customer Management System (CT-CMS), Commercial & Concessionary Travel Customer Management System (CCT-CMS), and Business Intelligence & Reimbursement System

Reference number

SAM 006: NMPH Framework 6

#### **II.1.2) Main CPV code**

- 72200000 - Software programming and consultancy services
  - MA03 - For buses
  - MA08 - For railway use
  - MA09 - For transport
  - 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 Concessionary Travel Customer Management (CT-CMS), Commercial & Concessionary Travel Customer Management (CCT-CMS), and Business Intelligence & Reimbursement Systems, Development and Services.

Framework Lot 1 is for the provision of a Concessionary Travel Customer Management

System (CT- CMS), which is the core customer management software delivering high quality management of sensitive customer information and acting as the key conduit between SAM or a SAM Member and all other elements of a Concessionary Travel System. There is a great importance on the ability of the CT-CMS to interact reliably with other non-ITSO and ITSO components to ensure full transparency of the customer activities. The CT-CMS Lot also provides the opportunity to provide optional elements desired by SAM Members, to complement the CT-CMS including a Web Interface for Online Concessionary Travel Applications & Product Management, and a Reimbursement Module for apportioning concessionary reimbursement payments to Operators.

Framework Lot 2 is for the provision of a Commercial & Concessionary Travel Customer Management System (CCT-CMS), which is the core customer management software delivering high quality management of sensitive customer information and acting as the key conduit between SAM or a SAM Member and all other elements of both a Concessionary and Commercial Travel System. There is a great importance on the ability of the CCT-CMS to interact reliably with other non-ITSO and ITSO components to ensure full transparency of the customer activities. The CCT-CMS Lot also provides the opportunity to provide optional elements desired by SAM Members, to complement the CCT-CMS including a Web Interface for Online Concessionary and Commercial Travel Applications and Product Management, and a Reimbursement Module for apportioning concessionary and commercial reimbursement payments to Operators.

Framework Lot 3 is for the provision of a Business Intelligence and Reimbursement Module supporting both the apportionment of concessionary and commercial travel reimbursements to operators, whilst at the same time bringing together all travel and customer data to support detailed data analytics and reporting for a SAM Member.

### **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**

Concessionary Travel Customer Management System (CT-CMS)

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
- 72200000 - Software programming and consultancy services

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

NUTS codes

- UK - United Kingdom

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

Framework Lot 1 is for the provision of a Concessionary Travel Customer Management System (CT- CMS), which is the core customer management software delivering high quality management of sensitive customer information and acting as the key conduit between SAM or a SAM Member and all other elements of a Concessionary Travel System. There is a great importance on the ability of the CT-CMS to interact reliably with other non-ITSO and ITSO components to ensure full transparency of the customer activities.

The CT-CMS Lot also provides the opportunity to provide optional elements desired by SAM Members, to complement the CT-CMS including a Web Interface for Online Concessionary Travel Applications & Product Management, and a Reimbursement Module for apportioning concessionary reimbursement payments to Operators.

The CT-CMS will act as a management tool to issue smart media and associated products, maintain the smart media while in use and finally take them out of use;

The CT-CMS will be capable of the administration of ITSO Shells and Products which are not on a card but on an alternative media such as a mobile phone;

The CT-CMS will be capable of providing information on:

- Products owned or managed by the SAM Member but hosted in a third party ITSO Shell.
- Third party products hosted in an ITSO Shell owned or managed by the SAM Member

The CT-CMS will be able to be partitioned to allow multiple Shell owners, retailers and Product owners to co-exist and be managed within partitions according to data protection and sharing parameters defined by the SAM Member and the shell owner, retailer or Product owner.

The CT-CMS will allow the SAM Member to own shells, product and the retailing functions for third parties who do not wish to own their own.

The CT-CMS will interface with a number of third party systems using an industry standard format, including but not limited to AMS-HOPS, Card Bureaus, Remote Fulfilment Server, Web Portals, Transit Settlement Systems, Data Analysis Packages and Payment Services.

The CT-CMS must have a GUI to enable governance and management of the data stored.

The CT-CMS must be scalable and capable of adding further partitions as required.

In addition, the CT-CMS may be further complemented through the provision of two Optional support services:

1. A Web Portal for the registration and management of concessionary travel passengers, and
2. A Business Intelligence and Reimbursement Module supporting both the apportionment of concessionary travel reimbursements to operators, whilst at the same time bringing together all concessionary travel and customer data to support detailed data analytics and reporting for a SAM Member.

## **II.2) Description**

### **II.2.1) Title**

Commercial & Concessionary Travel Customer Management System (CCT-CMS)

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**

Framework Lot 2 is for the provision of a Commercial & Concessionary Travel Customer Management System (CCT-CMS), which is the core customer management software delivering high quality management of sensitive customer information and acting as the key conduit between SAM or a SAM Member and all other elements of both a Concessionary and Commercial Travel System.

There is a great importance on the ability of the CCT-CMS to interact reliably with other non-ITSO and ITSO components to ensure full transparency of the customer activities. The CCT-CMS Lot also provides the opportunity to provide optional elements desired by SAM Members, to complement the CCT-CMS including a Web Interface for Online Concessionary and Commercial Travel Applications and Product Management, and a Reimbursement Module for apportioning concessionary and commercial reimbursement payments to Operators.

The CCT-CMS will act as a management tool to issue smart media and associated products, maintain the smart media while in use and finally take them out of use;

The CCT-CMS will be capable of the administration of ITSO Shells and Products which are not on a card but on an alternative media such as a mobile phone;

The CCT-CMS will be capable of providing information on:

- Products owned or managed by the SAM Member but hosted in a third party ITSO Shell.
- Third party products hosted in an ITSO Shell owned or managed by the SAM Member

The CCT-CMS will be able to be partitioned to allow multiple Shell owners, retailers and Product owners to co-exist and be managed within partitions according to data protection and sharing parameters defined by the SAM Member and the shell owner, retailer or Product owner.

The CCT-CMS will allow the SAM Member to own shells, product and the retailing functions for third parties who do not wish to own their own.

The CCT-CMS will interface with a number of third party systems using an industry standard format, including but not limited to AMS-HOPS, Card Bureaus, Remote Fulfilment Server, Web Portals, Transit Settlement Systems, Data Analysis Packages and Payment Services.

The CCT-CMS must have a GUI to enable governance and management of the data stored.

The CCT-CMS must be scalable and capable of adding further partitions as required.

In addition, the CCT-CMS may be further complemented through the provision of two Optional support services:

1. A Web Portal for the registration and management of commercial and concessionary travel passengers, and
2. A Business Intelligence and Reimbursement Module supporting both the apportionment of commercial and concessionary travel reimbursements to operators, whilst at the same time bringing together all commercial and concessionary travel and customer data to support detailed data analytics and reporting for a SAM Member.

## **II.2) Description**

### **II.2.1) Title**

Business Intelligence & Reimbursement System

Lot No

3

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

- 48000000 - Software package and information systems
- 60140000 - Non-scheduled passenger transport
- 60210000 - Public transport services by railways
- 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.2.3) Place of performance**

NUTS codes

- UK - United Kingdom

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

Framework Lot 3 is for the provision of a Business Intelligence and Reimbursement Module supporting both the apportionment of concessionary and commercial travel reimbursements to operators, whilst at the same time bringing together all travel and customer data to support detailed data analytics and reporting for a SAM Member.

### **II.3) Estimated date of publication of contract notice**

15 May 2023

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## **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

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## **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

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

Torrige

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](http://www.talktosam.co.uk) for more details