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Contract

Online Ticket Issuing System (webTIS and mobile app)

Govia Thameslink Railway Ltd

F06: Contract award notice – utilities

Notice identifier: 2022/S 000-017187

Procurement identifier (OCID): ocds-h6vhtk-0318d0

Published 23 June 2022, 12:43pm

Section I: Contracting entity

I.1) Name and addresses

Govia Thameslink Railway Ltd

24 Monument Street

LONDON

EC3R8AJ

Contact

Joseph keaney

Email

joe.keaney@qtrailway.com

Telephone

+44 7580745612

Country

United Kingdom

NUTS code

UKI31 - Camden and City of London

Internet address(es)

Main address

<https://qtrainway.com/>

Buyer's address

<https://qtrainway.com/>

I.6) Main activity

Railway services

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Online Ticket Issuing System (webTIS and mobile app)

Reference number

2022/S 000-004660

II.1.2) Main CPV code

- 48110000 - Point of sale (POS) software package

II.1.3) Type of contract

Supplies

II.1.4) Short description

Govia Thameslink Railway Limited (GTR) are looking to procure a partner to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS".

GTR are therefore looking for a service provider that can offer the following:

- A WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behaviour
- A front-end customer app
- Functionality to deliver new ticketing products to the Customer
- Capability to retail the latest digital barcode rail tickets
- A UK Railway Industry compliant Rail Delivery Group accredited back-office system including financial processing via Lennon (either currently accredited or with realistic plans to become so)
- An accessibility compliant product suite to rail industry standards
- Full accreditation and compliance with UK Rail Retailing Standards (where applicable)

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH - East of England
- UKI - London
- UKJ - South East (England)

Main site or place of performance

UK online

II.2.4) Description of the procurement

Govia Thameslink Railway Limited (GTR) are looking to procure a partner to deliver an online Ticket Issuing System (desktop and mobile App) "webTIS".

GTR are therefore looking for a service provider that can offer the following:

- A WebTIS (desktop, mobile web & app) solution aligned to current and future customer retail behaviour
- A front-end customer app
- Functionality to deliver new ticketing products to the Customer
- Capability to retail the latest digital barcode rail tickets
- A UK Railway Industry compliant Rail Delivery Group accredited back-office system including financial processing via Lennon (either currently accredited or with realistic plans to become so)
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- Full accreditation and compliance with UK Rail Retailing Standards (where applicable)

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Negotiated procedure with prior call for competition

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.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-004660](#)

IV.2.9) Information about termination of call for competition in the form of a periodic indicative notice

The contracting entity will not award any further contracts based on the above periodic indicative notice

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

Other reasons (discontinuation of procedure)

Section VI. Complementary information

VI.3) Additional information

As per the provision in the ITT document under section 6.3, Govia Thameslink Railway (GTR) hereby cancel/abandon this competition.

VI.4) Procedures for review

VI.4.1) Review body

Govia Thameslink Railway Limited

London

Country

United Kingdom