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Tender

Smart Ticketing Back-Office System

Merseytravel

F02: Contract notice

Notice identifier: 2022/S 000-017914

Procurement identifier (OCID): ocds-h6vhtk-034ca0

Published 30 June 2022, 3:20pm

The closing date and time has been changed to:

18 August 2022, 11:00am

See the [change notice](#).

Section I: Contracting authority

I.1) Name and addresses

Merseytravel

1 Mann Island

Liverpool

L3 1BP

Contact

Procurement

Email

tender@liverpoolcityregion-ca.gov.uk

Country

United Kingdom

NUTS code

UKD7 - Merseyside

Internet address(es)

Main address

<http://www.merseytravel.gov.uk/>

Buyer's address

<http://www.merseytravel.gov.uk/>

I.3) Communication

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

www.the-chest.org.uk

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

www.the-chest.org.uk

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Smart Ticketing Back-Office System

Reference number

DN618255

II.1.2) Main CPV code

- 72000000 - IT services: consulting, software development, Internet and support

II.1.3) Type of contract

Services

II.1.4) Short description

Merseytravel is looking to procure a supplier to provide AMS-HOPS and CMS back-office systems to maintain and develop their Smart Ticketing platform.

The AMS-HOPS (HOPS) is the core ITSO component which will act as the key conduit between all other elements of the ITSO System. It is crucial that the system provides a reliable means of generating, hosting and exchanging data with various ITSO and non-ITSO components, whilst at the same time ensuring that there is full transparency of the activities undertaken through user accessible views into the HOPS and high-quality reporting and data outputs.

The Customer and Card Management System (CMS) will sit at the heart of the Merseytravel Smart Ticketing platform, enabling scheme participants to manage customers, tickets and travel tokens (ITSO and non-ITSO) in order to provide appropriate services to concessionary and commercial customers.

II.1.5) Estimated total value

Value excluding VAT: £8,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 72000000 - IT services: consulting, software development, Internet and support

II.2.3) Place of performance

NUTS codes

- UKD7 - Merseyside

II.2.4) Description of the procurement

Merseytravel is looking to procure a supplier to provide AMS-HOPS and CMS back-office systems to maintain and develop their Smart Ticketing platform.

The AMS-HOPS (HOPS) is the core ITSO component which will act as the key conduit between all other elements of the ITSO System. It is crucial that the system provides a reliable means of generating, hosting and exchanging data with various ITSO and non-ITSO components, whilst at the same time ensuring that there is full transparency of the activities undertaken through user accessible views into the HOPS and high-quality reporting and data outputs.

The Customer and Card Management System (CMS) will sit at the heart of the Merseytravel Smart Ticketing platform, enabling scheme participants to manage customers, tickets and travel tokens (ITSO and non-ITSO) in order to provide appropriate services to concessionary and commercial customers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Cost criterion - Name: Price / Weighting: 40

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

Duration in months

128

This contract is subject to renewal

Yes

Description of renewals

The renewal procurement will start approx. 6-12 months before the contract expires

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open 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

Originally published as:

Date

11 August 2022

Local time

11:00am

Changed to:

Date

18 August 2022

Local time

11:00am

See the [change notice](#).

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

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 4 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

11 August 2022

Local time

11:00am

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: Yes

Estimated timing for further notices to be published: The renewal procurement will start approx. 6-12 months before the contract expires.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom