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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](mailto: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](http://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](http://www.the-chest.org.uk)

**I.4) Type of the contracting authority**

Body governed by public law

**I.5) Main activity**

General public services

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## **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

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**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

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## **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